

# nGeniusONE

## Service Assurance platform

### HIGHLIGHTS

- Service Assurance platform for network and application visibility, enterprise-wide and smart edge monitoring, analytics reporting, troubleshooting, and end-user experience analysis
- Patented and scalable ASI technology based on wire data increases the integrity, fidelity, and quality of analysis
- Recognizes more than 1000 voice, video and business data applications and protocols
- Supports Unified Communications & Collaboration service analysis including call setup / teardown and call quality metrics
- Views and reports from consistent, scheduled, configurable synthetic test analysis technology to improve end-user experience
- Dashboard, Service and Traffic Monitors with contextual Session Analysis and Packet Analysis drill downs
- Real-time proactive alerting notifies of problems before they become service impacting, user affecting events
- Customizable reporting module provides day- to-day business and operational reports which can be scheduled for daily, weekly and monthly delivery
- Scalable, enterprise-class architecture supports large scale geographically distributed deployments in physical, virtualized, hybrid, or cloud-based environments with single pane of glass
- Leverages unique combination of monitored real-user traffic packets and packets from synthetic transactions for early warning of emerging issues, single pane of glass views, dashboards, and logical workflows in nGeniusONE as part of NETSCOUT® Smart Edge Monitoring solution

### Product Overview

The nGeniusONE® Service Assurance platform provides real-time visibility into the performance of business-critical applications such as web-based applications, voice and video communications, database, financial, or other services by analyzing wire data as it crosses the network, on premises or in the cloud. nGeniusONE with NETSCOUT's patented Adaptive Service Intelligence® (ASI) technology leverages this wire data to generate "smart data" for smarter analytics to assure performance, manage risk, and facilitate superior decision making regarding application and network services.

The nGeniusONE platform delivers valuable macro-level insights into the status and performance of enterprise-wide services, application components, individual hosts or groups of clients or servers. This expands the IT architect's understanding of service consumption patterns, application component dependencies, service edges, and overall user experience to better support resource optimization and capacity planning.

Powered by ASI technology, nGeniusONE relies on packet data to provide real-time, contextual analysis of network and service performance, availability and quality. With these insights, nGeniusONE can offer customers end-to-end visibility in complex physical, virtualized, and cloud-based deployments, allowing enterprises to regain visibility into business critical applications and services even in difficult to instrument locations.

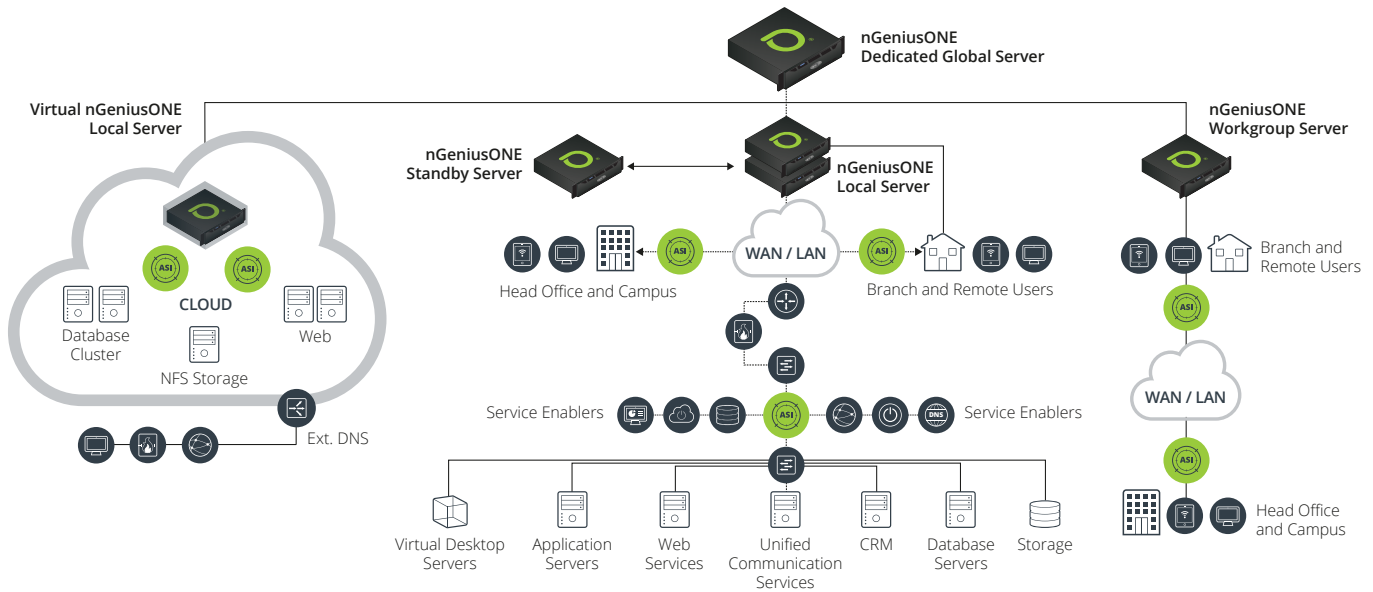
### Scalable Architecture

nGeniusONE has a highly scalable, redundant system architecture that supports data collection and analysis in very large, distributed networks. The nGeniusONE Dedicated Global Manager and the nGeniusONE Standby Server are optional licenses which can be used to expand your nGeniusONE deployment for even more scalability or high availability.

Part Number	Description
91FV0(L)(W)	nGeniusONE - Entry (5) - Software (Linux) (Windows)
91F40(L)(W)	nGeniusONE - Workgroup (10) - Software (Linux) (Windows)
91FH0(L)(W)	nGeniusONE - Intermediate (25) - Software (Linux) (Windows)
91F50(L)(W)	nGeniusONE - Full (50) - Software (Linux) (Windows)
91F700	nGeniusONE - Incremental (50) - Software
95F50(L)(W)	Virtual nGeniusONE – Full (50) - Software (Linux) (Windows)
95F700	Virtual nGeniusONE – Incremental (50) - Software
91F20(L)(W)	nGeniusONE - Full (50) - Standby Software (Linux) (Windows)
91FD0(L)(W)	nGeniusONE - Dedicated Global Manager - Software (Linux) (Windows)

\* Please consult with your NETSCOUT Sales Professional to determine system requirements suited for deployment in your environment.





### Fast Triage for Complex Problems

The nGeniusONE platform enables IT teams to identify the root cause for performance issues impacting the prompt delivery of application services occurring across the service delivery environment, including client edges, network edges, and data center / cloud service edges. With this end-to-end view, IT teams can quickly triage performance issues even in complex multi-vendor environments, ultimately reducing Mean Time to Repair (MTTR). The nGeniusONE platform provides IT teams with an efficient top-down approach to situational analysis, problem identification, service troubleshooting, and resolution. Using a consistent set of service-oriented workflows, the nGeniusONE platform enables seamless, contextual transitioning across multiple layers of analysis. These workflows allow the nGeniusONE platform to facilitate efficient and informed hand-off of incident response tasks across different IT groups which fosters IT team collaboration, improving their ability to quickly identify service quality issues.

The nGeniusONE platform streamlines service delivery management by providing the following key analysis layers:

- **Service Dashboard** – Delivers real-time health status, metrics, alarms, and intelligent early warnings for enterprise applications and other service enablers, allowing IT teams to focus efforts where they are most needed.
- **Service Dependency Map** – Provides visibility into the dependencies among various components. This feature enables IT teams to analyze the service delivery environment and discover the client-server relationships and their performance. Provide insights into critical business applications such as Web Services, DNS, Voice Call Quality, Database Applications, SSL Certificates, and others. Each specialized monitor breaks out performance metrics by specific message types, enabling IT teams to dig deeper into the application and rapidly identify the scope and root cause of performance degradations.
- **Universal Monitor** – Enables IT teams to quickly triage and isolate the sources contributing to application performance degradation. Provides a consolidated view of application request workloads, number of new and existing sessions for each server, application and network latencies, and network errors, delivering holistic visibility into the performance of all servers supporting the service. This universal monitor can be used to investigate any application, whether off the shelf or custom.
- **Session Analysis** – Enables session-level analysis with multi-segment hop by hop transaction-level detail.
- **Packet Analysis** – Enables deep-dive, protocol-level analysis with advanced filter, decode comparison, and expert analysis.

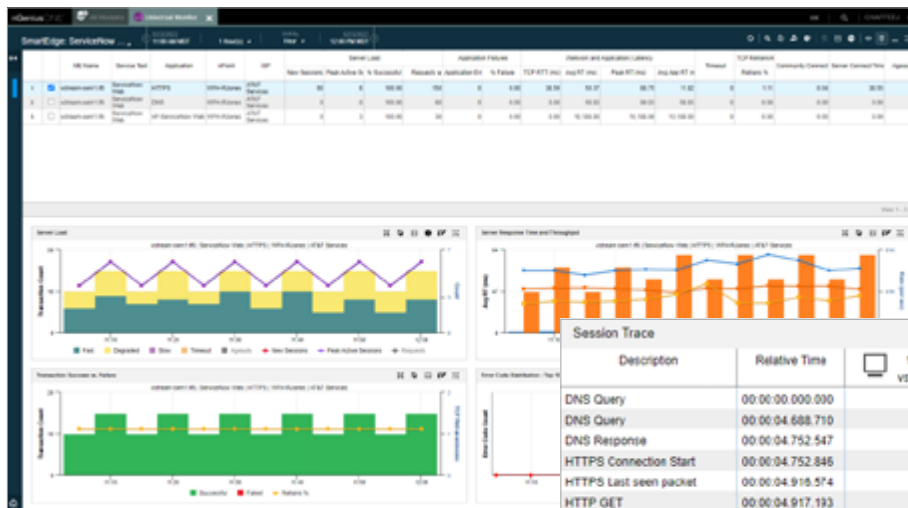
## Smart Edge Monitoring

nGeniusONE Service Assurance solution is the foundation of NETSCOUT's recently introduced Smart Edge Monitoring solution for service edge visibility and end-user experience assurance. IT Managers gain real-time performance visibility across the service edges and into the digital experience of the distributed workforce in the modern enterprise to maintain business continuity, ensure application performance, optimize employee productivity, and protect customer engagements. This solution provides robust, comprehensive visibility via NETSCOUT's patented Adaptive Service Intelligence (ASI) 'smart data' for integrated, smarter analytics from nGeniusONE Service Assurance solution.

The Smart Edge Monitoring solution extends service triage capabilities to cloud, SaaS/UCaaS, and client edges, delivering proactive network, application, and user experience management. This is possible through the unique combination of monitored real-user traffic packets and packets from synthetic transactions for early warning of emerging issues, single pane of glass views, dashboards, and logical workflows in nGeniusONE.

This expanded visibility and analysis in the Smart Edge Monitoring solution advances efficiencies in IT organizations by reducing mean time to knowledge (MTTK), which results in meaningful improvements in mean time to resolve (MTTR) issues impacting revenue, customers, reputation, and employee productivity. With some employees continuing to perform their job responsibilities remotely, this capability will ensure business continuity activities are kept in top operating condition.

## nGeniusONE – Smart Edge Monitoring for Service Assurance and Digital User Experience



Description	Relative Time	10.135.99.165 vstream-sem1.i5	DNS vstream-sem1.i5	HTTPS/HTTP vstream-sem1.i5
DNS Query	00:00:00.000.000		00:00:04.688.710	
DNS Response	00:00:04.752.547		00:00:00.063.837	
HTTPS Connection Start	00:00:04.752.846			00:00:00.000.299
HTTPS Last seen packet	00:00:04.916.574			00:00:00.000.619
HTTP GET	00:00:04.917.193			00:00:00.048.302
301 Moved Permanently	00:00:04.965.495			00:00:00.002.477
DNS Query	00:00:04.967.973		00:00:04.691.862	
DNS Response	00:00:09.659.835		00:00:00.055.493	
HTTPS Connection Start	00:00:09.715.629			00:00:00.000.301
HTTPS Last seen packet	00:00:09.850.897			00:00:00.135.267

## nGeniusONE Service Assurance Platform

nGeniusONE is a real-time information platform that provides a single pane of glass to view the data, voice, and video service delivery performance to manage both the availability and quality of the network, applications, and user experience.

The nGeniusONE Service Assurance solution is also the foundation of NETSCOUT's Smart Edge Monitoring for service edge monitoring and end-user experience assurance.

Available on both hardware and virtual platforms, nGeniusONE leverages NETSCOUT smart data as a universal source for providing smarter analytics for end-to-end visibility throughout private, virtualized, public, and hybrid cloud environments.

## ASI Technology



ASI technology transforms wire traffic and synthetic tests into smart data, providing real-time visibility into user experience for the most advanced and adaptable information platform to ensure security, manage risk, and drive service performance.



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