

Observer Platform Overview

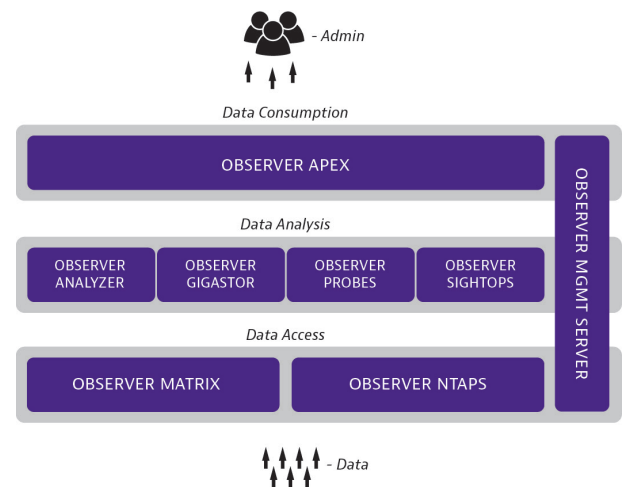
Deploy | Manage | Solve | Optimize

Critical business IT services must be supported across the enterprise life cycle, from deployment of new technologies, managing existing resources, solving problems and anomalies, and optimizing investments. For IT to be successful, applications and supporting assets must be cost-effectively maintained from service introduction until end of life.

Observer Platform

The Observer Platform is comprehensive network performance monitoring and diagnostics (NPMD) solution ideal for maintaining peak performance of all IT services. Designed as an integrated offering, it provides visibility into critical KPIs through pre-defined workflows from high-level dashboards to service anomaly root cause. With the Observer Platform teams can more effectively:

- Achieve global infrastructure visibility
- Identify and resolve service anomalies
- Plan for long-term IT operations growth
- Tune app delivery and performance
- Correlate transaction details with underlying infrastructure health



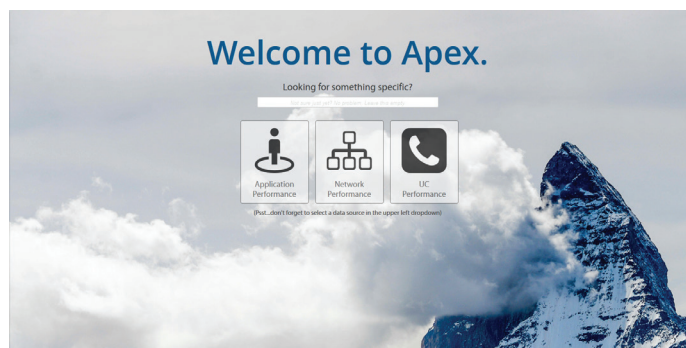
Apex

Centralized Performance Monitoring and Troubleshooting

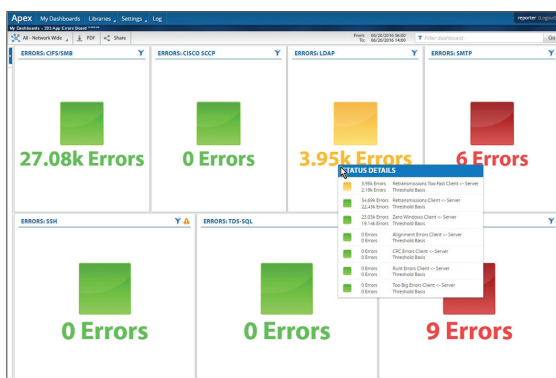
Apex™ collects and aggregates data from multiple Observer Platform probe and GigaStor™ units presenting users with three pre-defined troubleshooting workflows into network, application, and unified communication for fast resolution of service anomalies.

Important benefits include:

- Launch page with out-of-the-box workflows delivers actionable insight into network, application, and UC performance to provide anytime, anywhere visibility and troubleshooting
- True filter-to-resolution analysis reveals root cause with intelligent, contextual insight
- Advanced, browser-based trace extraction makes sharing critical packet-level data simple, maximizing team cohesion
- Custom dashboard builder with flexible third-party integration enables logical, aggregated, user-defined views into service delivery health and status
- Baselining and reporting tools help visualize long-term trends and historical perspectives of any monitored KPI



Apex launch page with powerful search functionality offers pre-engineered workflows



Apex custom dashboard provides at-a-glance service status

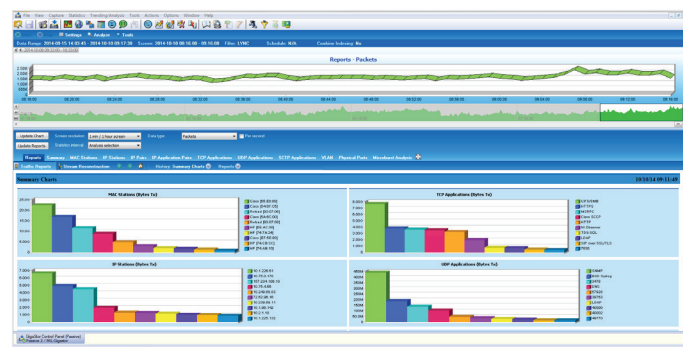
Gigastor

Stop Missing Critical IT Service Events

GigaStor is the ideal solution for troubleshooting, security, and IT regulatory compliance. By capturing and storing all conversations across the network, it definitively ends finger pointing between monitoring groups providing insight into service problem identification and resolution while strengthening existing real-time security initiatives. Designed for flexible, back-in-time monitoring, GigaStor is available in rack-based and portable form factors or as a software option ideal for monitoring hypervisor activity.

Highlights include:

- Back-in-time functionality means never having to wait for the anomaly to repeat before resolving
- Support for more than a petabyte of storage enables extended visibility into past service delivery health
- True line-rate gigabit, 10 Gb, and 40 Gb support with the industry's fastest, interdependently validated wire-rate packet capture and storage ensures total transaction visibility and intelligence into potential security breaches
- High performance, in-house designed Gen3™ capture card speeds packet analysis and shortens MTTR
- Integrated AES-256 data-at-rest encryption with no negative impact to capture or mining performance
- Tuned hardware-software design with advanced GigaStor accelerated analytics engine achieves simultaneous line-rate capture and the fastest packet capture mining in the industry for nearly instant network traffic awareness
- Built-in network, application, and service analytics for simple workflows and rapid troubleshooting wherever the problem may reside
- Expert analytics with detailed network and application awareness including deep-packet inspection facilitates problem solving and offers comprehensive views into possible security intrusions
- Fault-tolerant custom enclosures are designed to support 4-years of uninterrupted, 100% duty-cycle, line-rate capture without dropping a single packet for the ultimate in network conversation visibility peace of mind



GigaStor reduces MTTR through simplified time navigation to questionable network conversations

Analyzer

The Industry's Most Powerful Analytics

Analyzer integrates with GigaStor, probes, and Apex to increase NPMD capabilities. It's used with GigaStor for long-term data capture and in-depth analysis of historical events, forensics analysis, and stream reconstruction. Analyzer is paired with Apex to deliver packet-level details, high-level dashboarding, long-term reporting, and enterprise wide alerting.

- Simplify troubleshooting by leveraging advanced, built-in analytics that automatically detect many service anomalies
- Monitor application communications, errors, and response times
- Track VoIP and video performance quality on a per-call or aggregated basis
- Gain app-specific details across the enterprise

Server: 207.108.87.131/1433 (TDS-SQL)							
Server	Count	Response Time		Request		Response	
		Average (ms)	Max (ms)	Packets	Bytes	Packets	Bytes
207.108.87.131/1433 (TDS-SQL)	126	4.594	16.680	129	67956	138	63106
10.0.32.24/1433 (TDS-SQL)	7	9.635	16.680	7	3622	7	1721
Requests	126						
BEGIN	7	9.265	9.265	1	406	1	159
SELECT	115	4.411	10.306	118	63038	127	60937
set	2	0.757	1.114	2	532	2	214
SET	1	0.395	0.395	1	158	1	75
Response Statistics	1658						
Dn79 = Return Status	1						
Dn81 = Table Definition	1661						
DnA = Error Notification	25						
DnE3 = Environment C...	1						
DnFD = Done	8						
DnFF = Nested Proceed...	2						

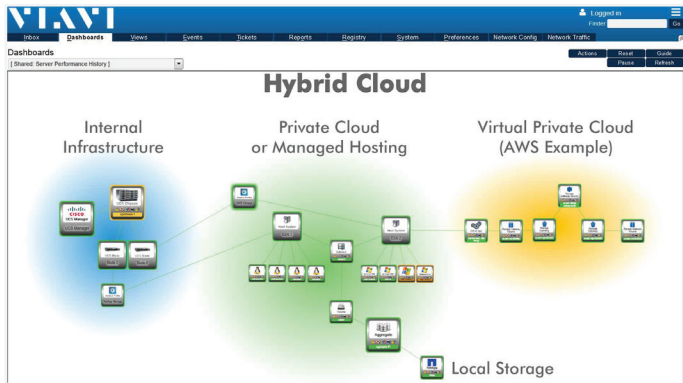
Analyzer's detailed application intelligence speeds service troubleshooting

SightOps

Comprehensive Hybrid Cloud Monitoring

SightOps™ provides unified monitoring of hybrid IT infrastructure from legacy, on-premises physical and virtual assets to public/private cloud resources. Seamlessly visualizing components and their complex relationships for complete monitoring of power, network, storage, servers, applications, and the public cloud, SightOps helps improve IT efficiencies and reduce MTTR. SightOps uses agentless technologies to monitor nearly any device out of the box, while letting users quickly configure monitoring for custom equipment and services.

- Automatically discovers all assets whether on or off-premises, applying relevant monitoring to track asset health and performance without any user intervention
- Delivers deep visibility into AWS, Azure, SoftLayer, and vCloud Air to validate performance of critical workloads
- Generates hybrid IT dependency maps that dynamically illustrate complex infrastructure relationships independent of where they are hosted
- Builds real-time, easy-to-use dashboards in minutes that monitor key operational business metrics or construct intuitive reports for all levels of the organization
- Advanced, highly configurable alerting based on unique custom criteria and thresholds streamlines administration while managing the deluge of events, filtering by business/customer impact
- Facilitates runbook automation by linking event management, alerting, and ticketing functions for optimal IT resource business processing
- Integrates with GigaStor and Analyzer traffic analytics and back-in-time functionality to correlate network behavior to underlying IT resource health and status



SightOps offers users enterprise-wide views into on-premises or cloud-based assets

nTAPs

Access Data with Ease and Speed

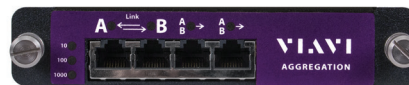
nTAPs™ are passive devices installed on critical links for 24/7 access to traffic without disrupting data flow. They keep traffic flowing even when power isn't. With streamlined form factors and an array of configuration options, nTAPs feed network analyzers, monitoring tools, and security devices while decreasing the risk of dropped data to the monitoring tool. Quick to deploy and economical to implement, network nTAPs provide devices with the comprehensive visibility needed for optimal performance management.

Observer Platform Overview

The Observer Platform is a comprehensive network performance monitoring and diagnostics (NPMD) solution that offers valuable insight and assistance to network and operations teams. When deployed as a complete solution, Apex, GigaStor, Analyzer, and SightOps can play an integral part of larger IT initiatives transmitting data to, or receiving data from other complementary solutions.

It is also ideally suited to satisfying business goals and overcoming challenges across the entire IT enterprise life cycle whether deploying new technologies, managing current resources, solving service anomalies, or optimizing IT asset usage.

nTAP Hardware Appliances



The Aggregator nTAP works with 10/100 Mbps and 1 Gb full-duplex links



The Copper nTAP works with 10/100 Mbps and 1 Gb full-duplex links



The Optical nTAP works with 1/10/40/100 Gb single-mode and multimode optical links



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