



VI·A·V·I

VI·A·V·I Solutions

Brochure

VI·A·V·I Observer Apex

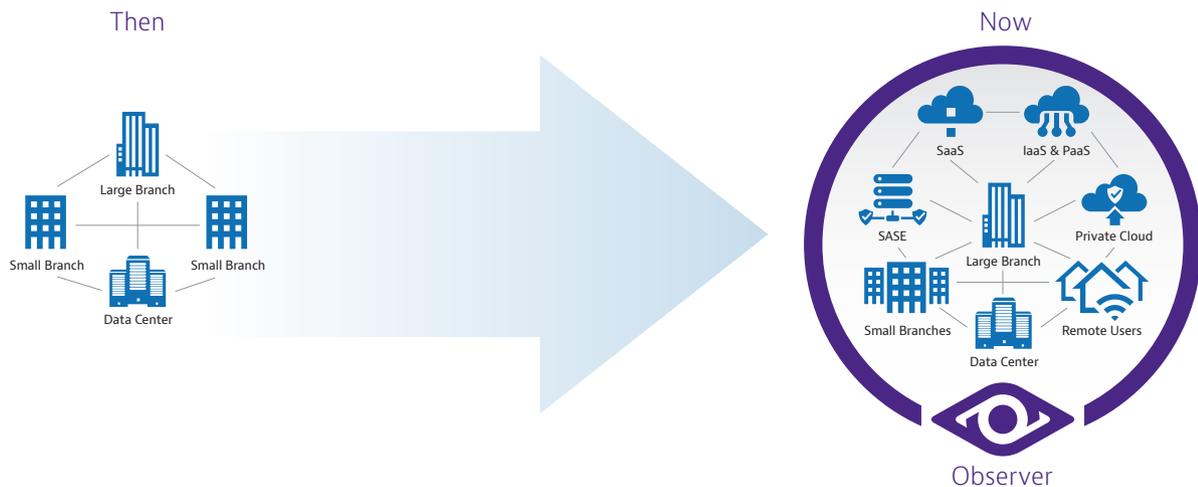
Fewer Metrics. More Clarity.

Providing comprehensive service
visibility through advanced analytics

The Network is Everywhere

Complex, multi-tier applications hosted on-premises or in cloud-based resources including SaaS, IaaS, PaaS, and SASE. Users accessing apps anywhere and everywhere is the new norm. Today's network knows no borders, yet every IT service still depends on it.

If any component of the network or service architecture falters, app delivery can quickly degrade resulting in poor customer satisfaction and reduced business profitability. To avoid this, comprehensive service observability is a must.



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Observer Apex delivers visibility where you need it most, and is the first performance management solution to generate an End-User Experience (EUE) score on every transaction. Apex offers adaptability and visibility via multiple data sources: packets, metadata, and enriched flow. Organizations can select the sources that best fit their budgets.

Apex provides global IT service health and status awareness, aligning with its commitment to delivering comprehensive visibility. When service anomalies do arise or potential security breaches are detected, efficient workflows empower NetOps, DevOps, and SecOps groups to uncover root cause and fix it, fast.

The Power of Apex and the Observer Platform

- Machine learning powered automated EUE Scoring converts multiple KPIs into a single easy-to-understand metric combined with detailed score deductions that automatically isolate the problem domain(s) providing the information needed to prioritize swift remediation
- Flexible data source options including packets, metadata, and enriched flow offer the right view for every stakeholder from network engineer to line of business owner
- Customizable dashboards for global operational intelligence with efficient workflows enable fast problem identification and resolution for NetOps, SecOps, and DevOps
- On-demand application dependency mapping enables fast, accurate multi-tier application visibility with no configuration required
- Integrated performance management and forensics for fast service anomaly and rapid cybersecurity breach response
- Deep Packet Inspection (DPI) capabilities address the challenge of understanding network traffic composition and determining if non-critical traffic is negatively impacting key business services and end-users

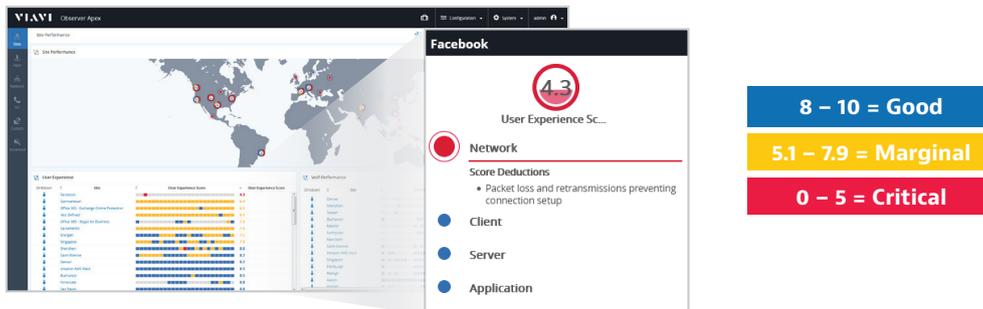
- Digital certificate analysis, identifies certs that have expired or are coming up for expiration and highlights outdated protocols, helping to ensure both compliance and uninterrupted service for users
- Unified Communications workflows guide UC experts from global summaries and site-specific views to interactive call details. Packet and flow data are seamlessly integrated to visualize a single point-to-point or complex multi-point call's path through the network infrastructure
- Cloud flow log ingest, and analysis provides needed visibility into cloud traffic, aiding in security threat detection, anomaly identification, and compliance adherence for cloud environments such as Amazon Web Services (AWS) and Microsoft Azure
- Flexible deployment options from purpose-built appliances for the data center to virtual machine images for simple, efficient cloud deployments

Performance Management

End-User Experience Scoring

Apex removes the guesswork from assessing user satisfaction with patented analytics powered by machine learning to accurately analyze and evaluate all conversations. Each is scored between 0 to 10 using color coding and grading to represent performance from the user's perspective taking into account unique environmental and application behavior to eliminate false positives.

Scores provide visibility into a single user's experience or can be expanded to a site, a service, or a global enterprise view. Apex takes this a step further by isolating the problem to the network, client, server, or application domain with easy-to-understand problem descriptions.



Custom Business-Level Dashboards

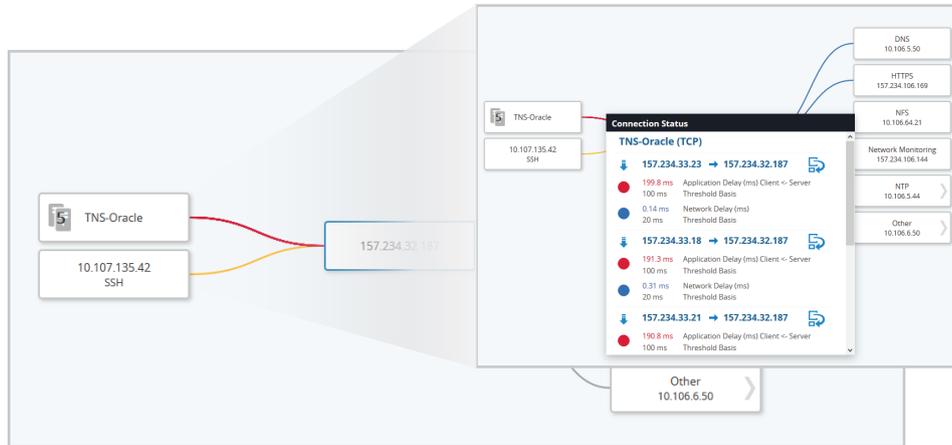
Geolocation-based, user-defined dashboards enable integrated, enterprise-wide situational awareness into service delivery health.

Troubleshooting Workflows

Site and service driven workflows integrated with end-user experience scoring means IT teams can gain instant world-wide situational awareness of all resources and then quickly drill down to an individual user for rapid problem resolution.

On-Demand Multi-Tier Application Intelligence

On-demand application dependency mapping offers multi-tier service awareness, fast discovery of app interdependencies, and ad hoc rendering of maps visualizing these complex relationships with clarity. With a single mouse-click, Apex generates the entire map, and automatically pinpoints and highlights the worst connections so users can quickly assign troubleshooting priority.



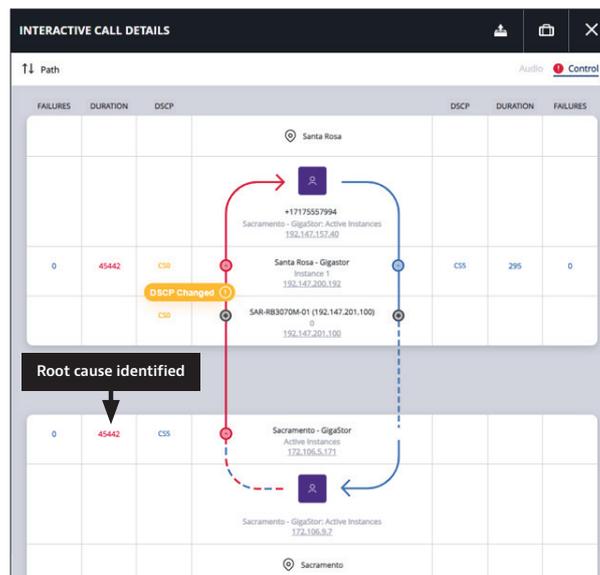
Automated application dependency maps with integrated end-user experience scoring

Unified Communications (UC)

Apex UC dashboards and workflows efficiently guide VoIP and UC experts from global summaries and site-specific views to unique and interactive visualizations of call details. Only Observer seamlessly combines packet and flow data to visualize a single point-to-point or complex multi-point call's path through the network infrastructure, pinpointing the origins of quality degradation while offering one-click access to relevant packet data when needed.

Key benefits include:

- Visual Journey Mapping: Transforming packet and flow data into intuitive visualizations for call journeys
- Swift Issue Resolution: Significantly reduce MTTR with easy root cause identification for UC performance issues
- User-Friendly Interface: Easy-to-use and understand interface that allows you to empower non-experts with simplified depictions of complex multi-point and point-to-point UC calls

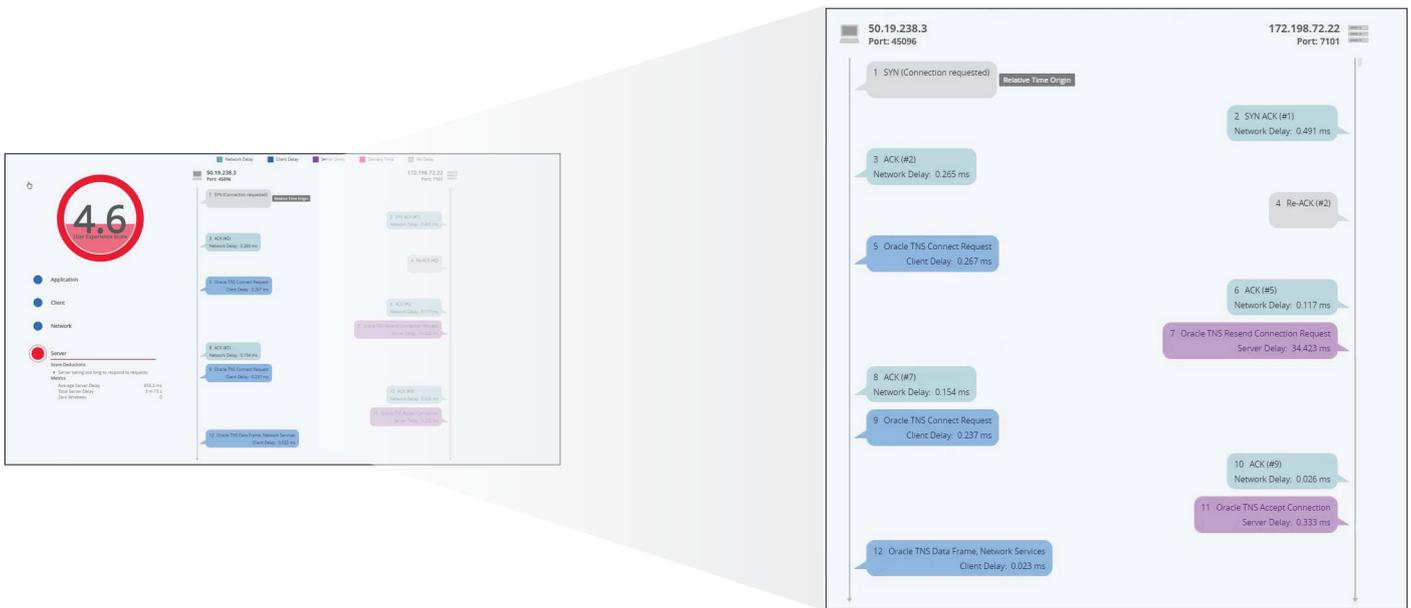


Interactive Call Details identify root causes of quality degradations.

Network Forensics

Observer network forensics integrates two complementary data sources; packets and enriched flow along with the ability to retain this data for extended periods of time. Virtual machine image deployment options enable collection and analysis of enriched flow and packets for cloud hosted apps. Getting to the root cause of many performance issues and cybersecurity breaches begins with metadata and intuitive dashboards but frequently ends with logical workflows leading to visibility into underlying data, sometimes days after the event. That's why Observer keeps supporting details for longer periods of time.

As described above, many performance anomalies are quickly isolated with end-user experience scoring. However, when higher-fidelity details are required, supporting data is instantly available.



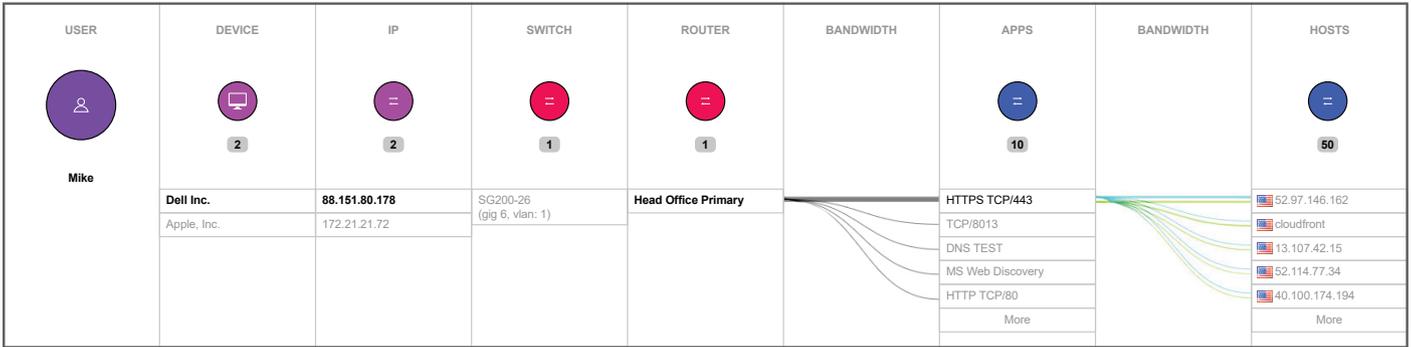
End-user experience score with associated connection dynamic conversation breakout

Conversation Forensics

With packet data captured by Observer, every transaction —from beginning to end —is available for review and investigatory actions. Efficient workflows guide users from the global dashboard to individual packets, whenever required, in just a few steps.

With the added visibility provided by DPI-driven application identification, Observer delivers advanced network traffic insights. This capability allows network engineers to easily identify traffic running on non-standard ports, quantify non-critical traffic, and take a deeper look into protocols like HTTP and HTTPS. Observer's DPI capabilities empower you to identify over 4,300 applications, providing at-a-glance clarity on whether a conversation is a business transaction or something else.

Enriched Flow Forensics



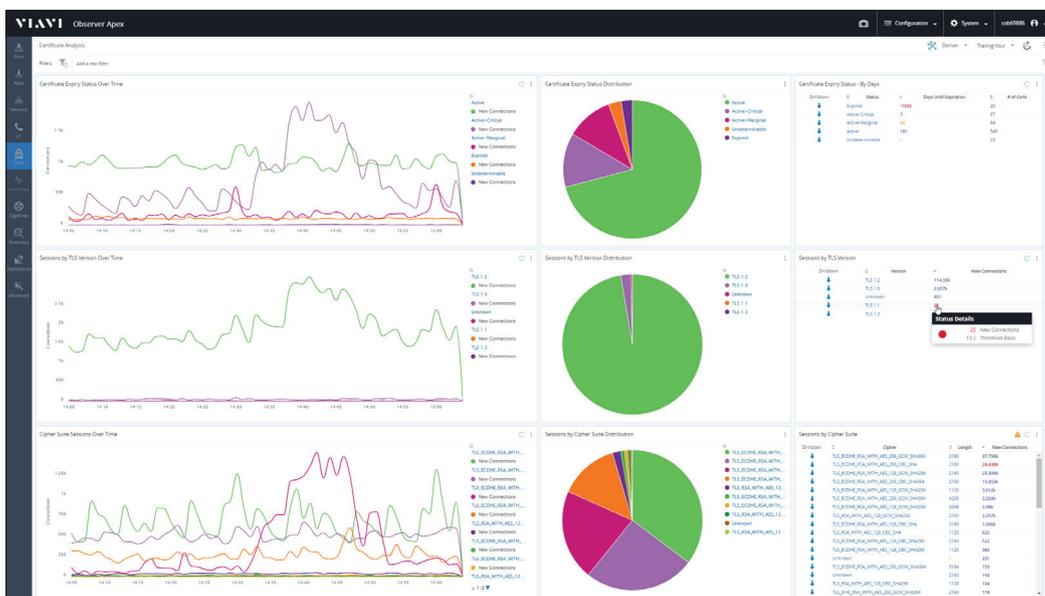
Observer GigaFlow IP Viewer visualization of user activity across the network infrastructure for every conversation

By compiling Layer 2 to Layer 3 insights into a single enriched flow record, Observer can produce unique, interactive visualizations that illustrate the relationships between User, IP address, MAC address, and application usage across the network. Users can simply enter a name/userid or IP address and immediately find all devices, interfaces, and applications associated with it. Finding out what's connected and who's communicating across your network has never been easier.

Digital Certificate Management

Observer monitors SSL/TLS handshakes as it analyzes your network traffic, identifying digital certificates that have expired or are nearing expiration and providing proactive notifications. It identifies servers publishing insecure sessions, highlights outdated protocols, validates compliance, and helps to ensure uninterrupted service for users.

For Network Engineers and administrators, ensuring uptime and customer satisfaction is essential for delivering web-based services. Transitioning from manual reporting methods, such as spreadsheets, to a proactive certificate analysis approach simplifies the process, safeguarding your company against potential certificate-related outages.

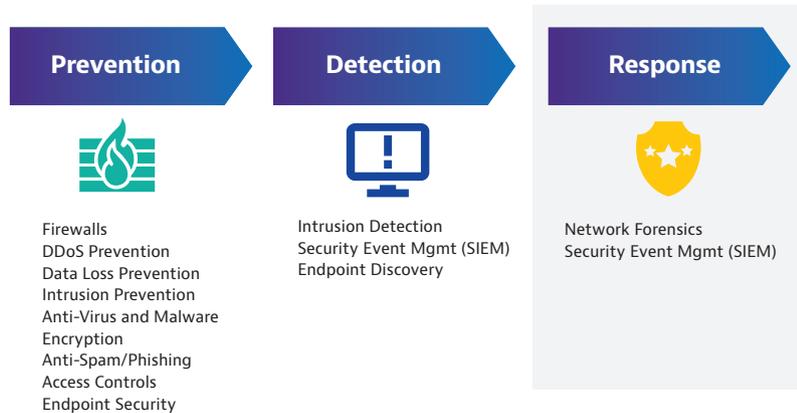


Certificate Analysis Dashboard provides TLS version, certificate expiry status, and Cipher Suite distributions.

Key benefits include:

- Proactive Monitoring: Real-time analysis, reporting, and notifications keep you ahead of certificate expiration
- Enhanced Security Insights: Obtain a clear view of the SSL or TLS versions in operation, enabling swift retirement of outdated or insecure protocols
- Uninterrupted Service: By identifying and remediating certificate-related issues, potential outages are averted, ensuring a seamless user experience

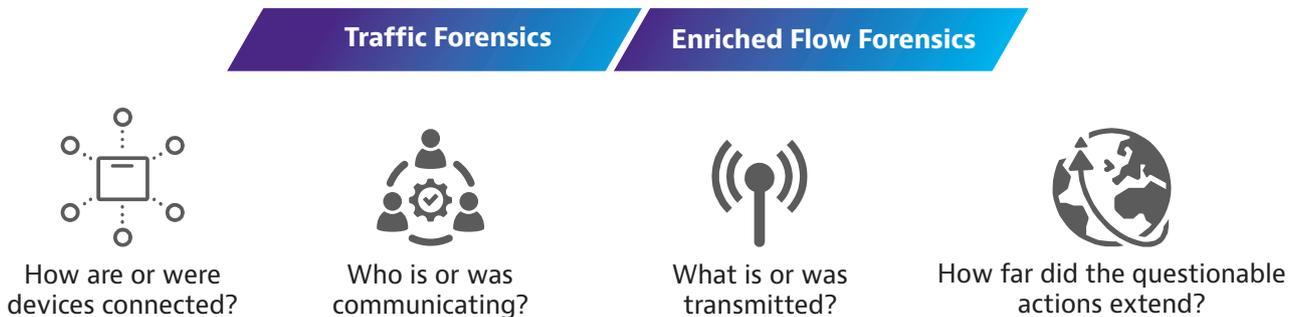
When it comes to cybersecurity, the best protection against threats demands a three-prong strategy of prevention, detection, and response.



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For many organizations, the focus is frequently prevention and detection — until a breach is confirmed and the urgent war room scenario begins to respond to the threat. It is at this point having ready access to all network activities going back-in-time from the present is critical to limiting damage and confidently sounding the “all clear”.

This is where network forensics is priceless. Observer delivers with the combined power of traffic and enriched flow forensics getting your business back and running by answering the how/who/what/where of every cybersecurity breach.



By answering these questions, IT teams can quickly determine the “attack vector” (how the malefactor circumvented prevention and detection measures to gain entry) and what IT services, devices, or sensitive customer/business data were compromised. Once this is accomplished, containment is possible and damage assessment finalized.

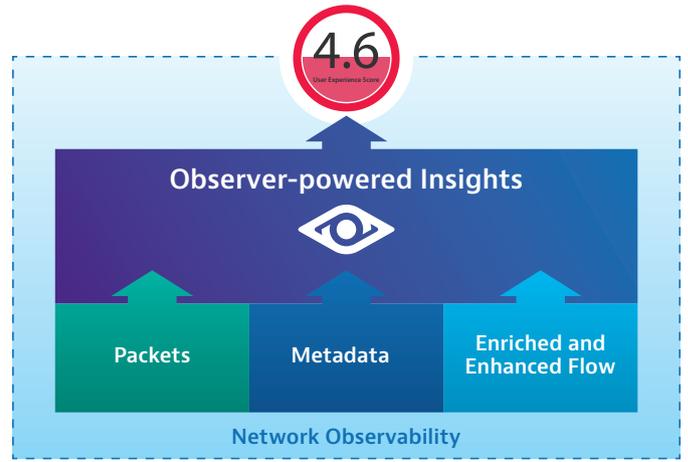
Observer Overview

The VIAVI Observer Platform is a comprehensive performance management solution that offers valuable insight and assistance to network, operations, and security teams. Observer Apex collects transaction metadata from multiple data sources for calculation of the EUE score.

As the integrated dashboard and reporting resource, Apex serves as point of central global visibility and the launch point for rapid troubleshooting with optimized workflows that help identify root cause using packets, metadata, and enriched and enhanced flow.

Observer helps IT teams in three essential ways:

- **Location of Services** – Observer provides observability into every hosting environment, whether private cloud, remote users, on premises in branch offices or in the data center. No matter the location, VIAVI Observer has you covered.
- **Data sources** - With Observer, choose between a combination of wire data, enriched and enhanced flow visibility, and metadata generation to enable smooth, timely resolution of performance and threat issues. Automated, role-based workflows make it easy to dive down into the network data for forensic-level analysis, regardless of the type of data or source.



- **Scale of deployments** – Start small and grow as your business and monitoring needs and operational demands change. Whether that means extensible deployment or flexibility in pricing with our new tiered pricing and subscription models — VIAVI has you covered. Buy what you need when you need it, using OpEx or CapEx budget, allowing you to balance your observability and budgetary needs without compromise.

Learn more at viavisolutions.com/apex

