



VI·A·V·I

VI·A·V·I Solutions

Brochure

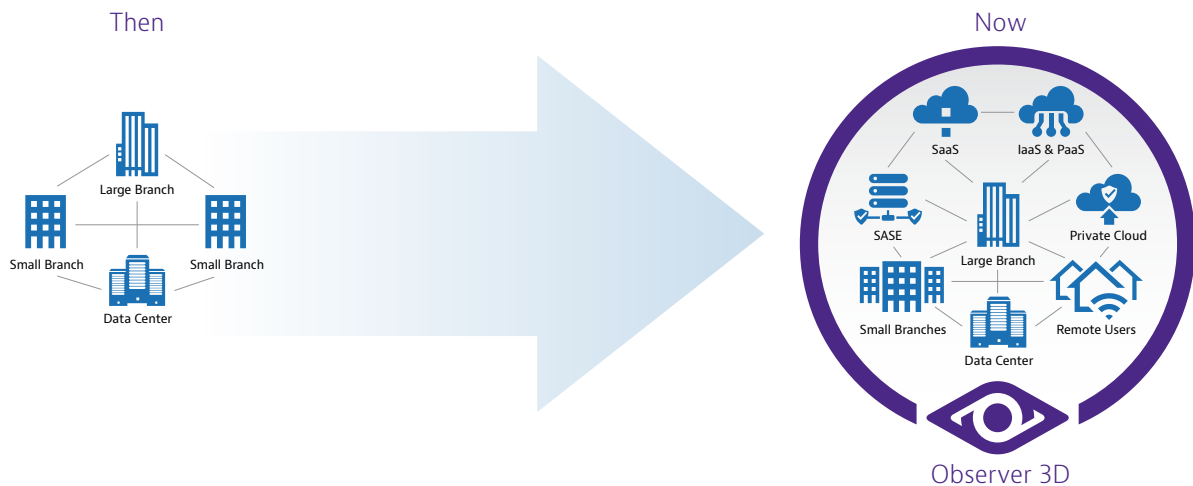
VI·A·V·I Observer Apex

Core-to-Cloud End-User
Experience Scoring

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.



Observer Apex to the rescue. Apex is the first performance monitoring solution to generate an end-user experience (EUE) score on every transaction. Apex offers adaptability and visibility via multiple data sources: packets, metadata, enriched flow, and active monitoring. Organizations select those that fit their budgets, operational demands, and business needs.

Apex provides global IT service health and status awareness. 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

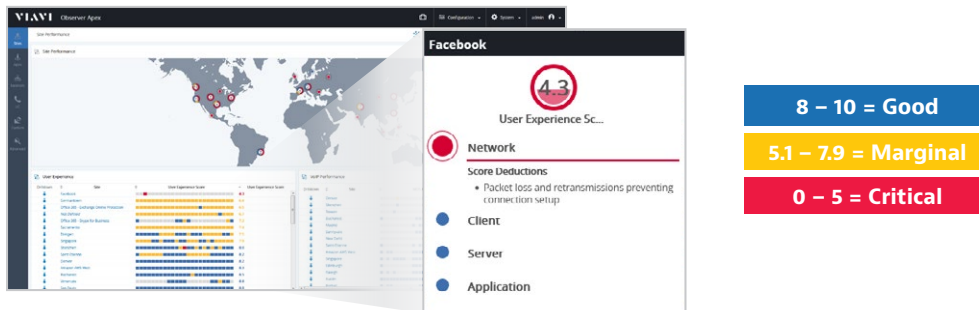
- Machine learning powered automated EUE scoring converts multiple KPIs into a single easy-to-understand metric
- Flexible data source options via GigaStor, GigaFlow, and GigaTest: packets, metadata, enriched flow, and active test offers the right view for every stakeholder from network engineer to line of business owner
- Customizable dashboards for global operational intelligence with efficient workflows enable fast problem identification and resolution for NetOps, SecOps, and DevOps
- Integrated, hybrid IT observability for cloud and on-premises hosted services with available synthetic (active) testing offers proactive service assurance of remote users and SaaS performance health
- On-demand application dependency mapping enables immediate multi-tier application visibility with no configuration required
- Integrated performance management and forensics for fast service anomaly and rapid cybersecurity breach response
- Flexible deployment options from purpose-built appliances for the datacenter to Amazon Machine Images (AMI) for simple, efficient cloud deployments

Performance Management

End-User Experience Scoring

Apex removes the guesswork from assessing user satisfaction using patented analytics powered by machine learning to accurately measure 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 view groups of users defined by site, geolocation, or other constructs as needed. Apex takes this a step further by isolating the problem to the network, client, server, or application domain with easy-to-understand problem statements.



Custom Business Level Dashboards

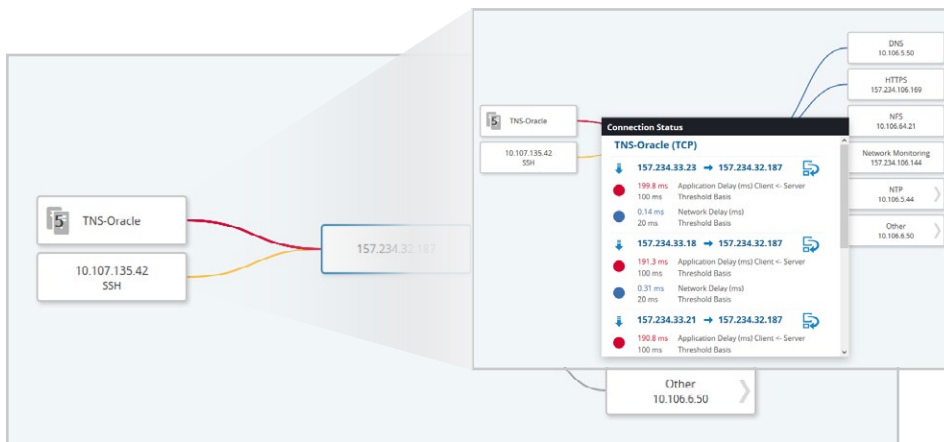
Geolocation-based, user-defined dashboards enable integrated, enterprise-wide situational awareness into service delivery health.

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.

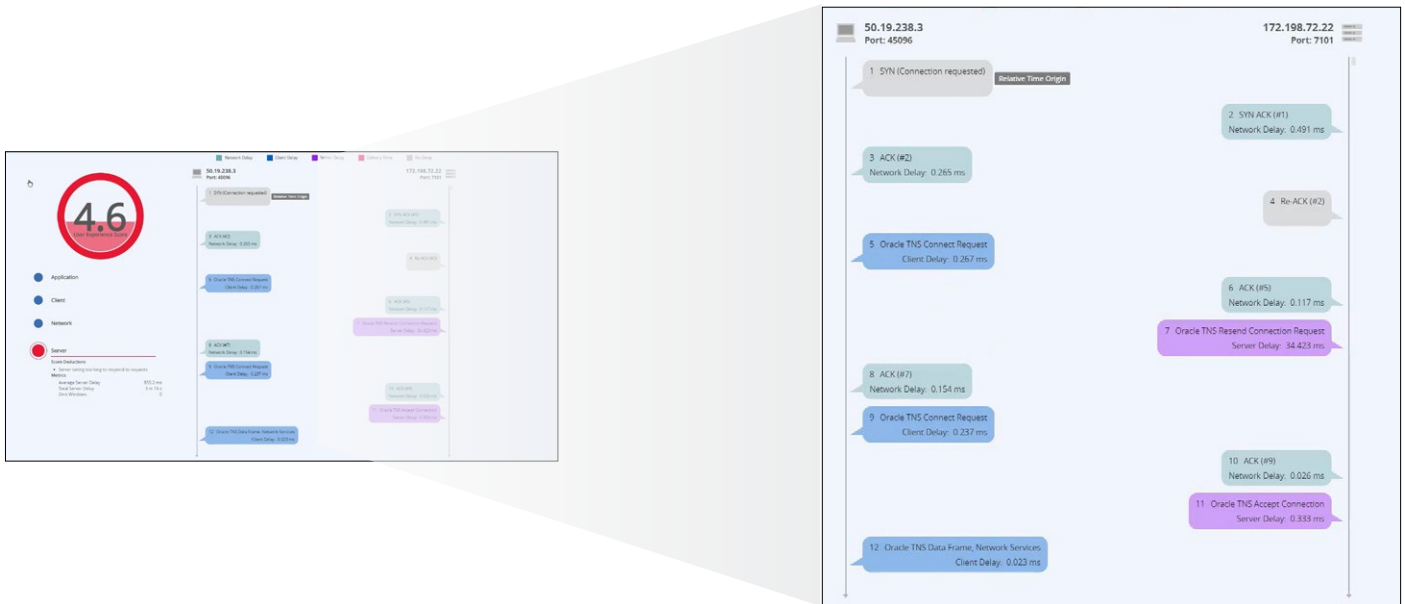


Network Forensics

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 GigaStor and GigaFlow options enable awareness of enriched flow and packets for cloud hosted apps. Getting to the root cause of many performance issues and most 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.

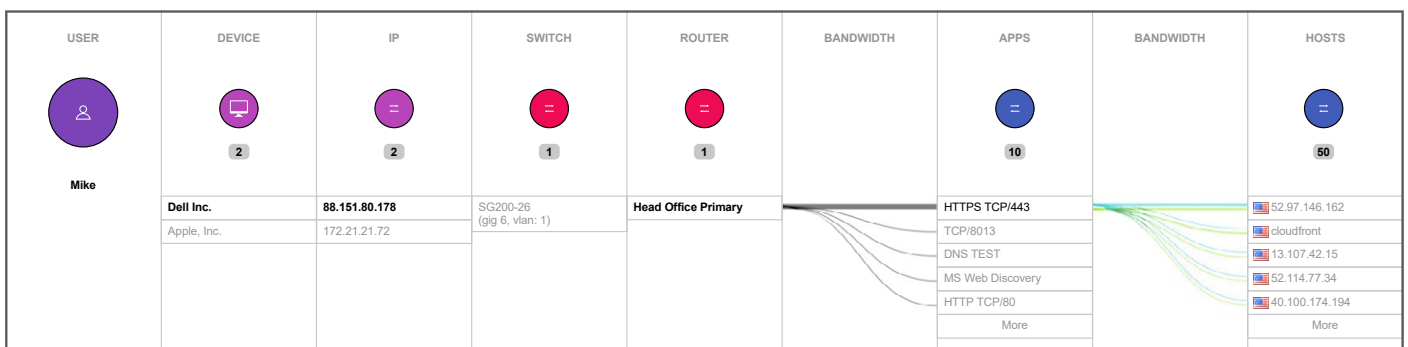
Conversation Forensics



End-user experience score with associated connection dynamic conversation breakout

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

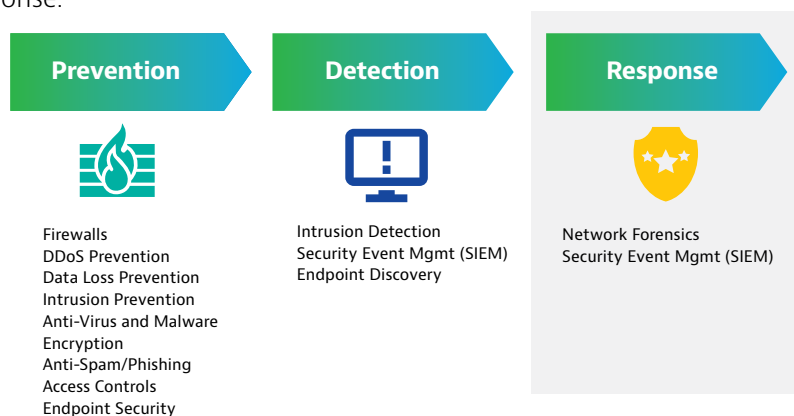
Enriched Flow Forensics



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.

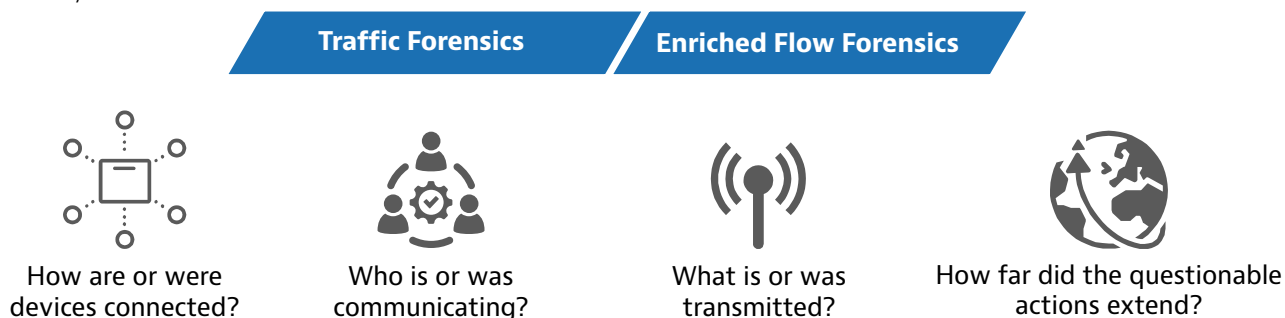
When it comes to cybersecurity, the best protection against threats demands a three-prong strategy of prevention, detection, and response.



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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.

Active Test

Observer GigaTest, available on Apex, adds active test perspective to packet and metadata insights for clarity into cloud-hosted apps and users wherever they reside. When combined with enriched flow, Apex eliminates the challenges of maintaining service visibility of hybrid IT.

How GigaTest Works

Active testing eliminates blind spots, complements packet and flow data, and builds on the recently announced Observer 3D initiative. Select from three different types of agents to work alongside your packet capture and flow analysis to provide complete visibility. Mix and match agents depending on where your visibility gaps exist:

- Windows Agent – for Windows-based servers or user devices
- Virtual Agent – available for most popular VM environments
- Raspberry Pi Image – for use on Raspberry Pi hardware

Once your agents are deployed, add the GigaTest functionality to your Apex instance to process the synthetic test data created by the agents—it's that simple and you are up and running.

Why do I need GigaTest?

There are multiple use cases for integrated active testing, including:

- Providing visibility into cloud-based SaaS applications
- Proactive 24x7 service assurance
- Validating the remote users' experience

Integrating active test data with packet and flow, delivers comprehensive end-to-end visibility. IT teams can confidently answer questions such as:

- Which specific domain is being impacted, is the problem the network, application, server, or client?
- Is there a problem affecting a single user, single site, or multiple sites?
- Is there a problem affecting access to a SaaS application by users? Is it the SaaS provider or a problem on our side, whether on-premises or remote user?

Continuous, ongoing monitoring enables IT teams to maintain visibility proactively and build baselines of current SaaS and UC health—immediately detecting when service levels begin drifting problematically.

Get proactive and in-front of user complaints using integrated monitoring with automated analysis and scoring. It will optimize your operational efficiency, keep end-users productive, and minimize disruption to your business and your customers.

Active + Passive = the Optimal Combination

	Passive: Packets/Flow	Active Test	Active + Passive
24/7 monitoring	X	✓	✓
Availability	X	✓	✓
Real User Visibility	✓	X	✓
SaaS App Assurance	✓	✓	✓
Work form Home	✓	✓	✓
Forensic Analysis	✓	X	✓
Utilization/Usage	✓	X	✓
Site-to-Site Quality (e.g. UC)	✓	✓	✓

Observer 3D Overview

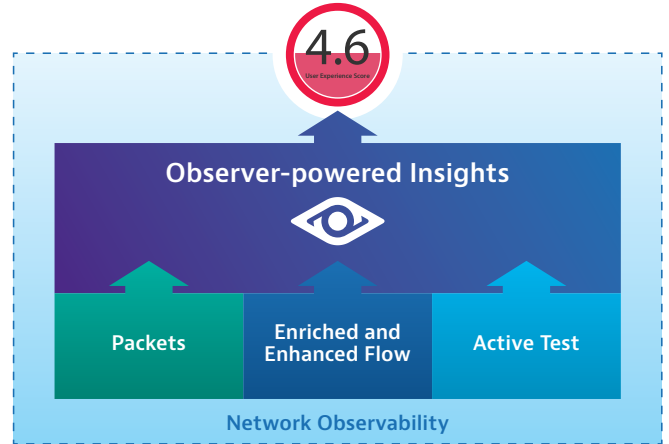
Observer 3D is a comprehensive performance management solution that offers valuable insight and assistance to network, operations, and security teams. Apex collects transaction metadata from multiple data sources for calculation of the EUE score.

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

Observer 3D helps IT teams in three key ways:

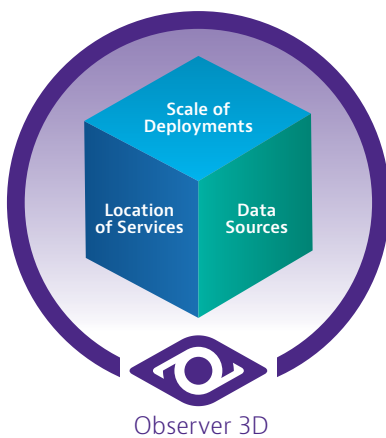
- Location of Services** – Observer 3D provides observability into every hosting environment, whether private cloud, SaaS applications, remote users, on premise in branch offices or in the data center. No matter the location, VIAMI has you covered. To learn more about how Observer 3D leverages predictive analytics to proactively deliver visibility into performance issues, visit the [interactive platform demo](#).
- Data sources** - With Observer 3D, choose between a combination of wire data, enriched and enhanced flow visibility, active test insights, 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.

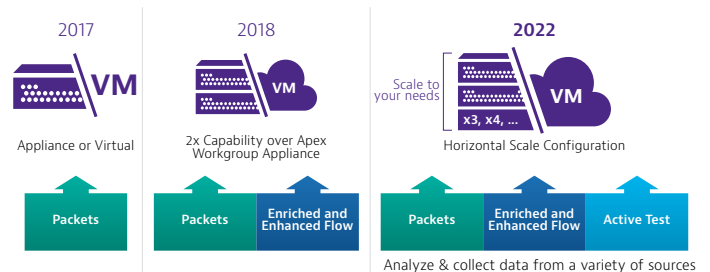


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- Scale of deployments** - Start small and grow as your business and monitoring needs and operational demands change. Whether that means extensible deployment or flexibility in pricing with our new tiered pricing and subscription models — VIAMI has 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.



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