VIAVI

VIAVI
Observer: Unprecedented Branch Office Visibility

Application, network, and VoIP assurance for remote locations

A Branch Office is a location, other than the main office, where business is conducted. While there is no universal model, branch offices certainly have at least one thing in common: they contribute significantly to the business bottom line and therefore need to be treated as a vital asset. Unfortunately for some companies, when it comes to performance and threat management, these remote sites don't always get the attention they deserve.

Common Branch Office Challenges

- No full-time on-site IT staff
- Reduced visibility into network and service performance when compared to headquarters or data center locations
- Limited or no visibility into traffic that doesn't come back to the data center

- Difficult to understand the remote end user experience and quantify the impact of service degradations
- Challenging to cost justify large-scale deployments of dedicated monitoring and troubleshooting technologies

VIAVI Observer: Unprecedented Branch Office Visibility

The VIAVI Observer platform addresses branch office challenges by leveraging a variety of data sources including the Observer GigaStor Branch purpose-built appliance that was designed to provide complete visibility into branch office locations. The Observer platform provides IT and business value in numerous ways:

Visibility into both on-premises and SaaS applications. The GigaStor Branch appliance, combined with Observer Apex, provides packet-driven insights into the end user experience by site, by service, even down to the individual end users. Whether application traffic stays local to the branch, travels back to the data center, or goes straight to the Internet, branch service performance can now be effectively monitored and managed remotely.

Unified service management. The GigaStor Branch appliance enables in-depth visibility into both application and VoIP traffic with per-conversation quality measurements. Network and UC engineers, and Operations teams, now have the visibility they've always wanted, but often couldn't obtain from remote locations.

Packet-level forensics for performance and threat management. The GigaStor Branch offers the capture performance and storage capacity needed to stream packets to disk and retain them for in-depth forensic analysis. Troubleshooters have the data they need to analyze complex issues and security analysts now have access to the ultimate source of truth for threat remediation.

Seamless data source integration. The Observer platform combines packets, enriched flow (IPFIX/NetFlow), and on-going active testing into a single performance management platform. These data sources combine to provide a picture of how business critical services are being delivered to branch users.

The VIAVI Observer Solution for Branch Office Deployments

Observer GigaStor Branch – Packet-level visibility

This purpose-built branch appliance will capture traffic at up to 2Gbps and retain 8TB of historical data for troubleshooting, holding vendors accountable for their issues, and forensic threat analysis. GigaStor Branch also produces packet-driven metadata to facilitate efficient analysis and reporting across large-scale branch deployments.

Observer GigaFlow – Flow-based analysis

Flow data provides visibility into all the traffic traveling in and out of branch locations. Who is talking to whom? How is bandwidth being consumed? Is traffic being prioritized correctly? GigaFlow takes basic flow to the next level by mapping usernames to IP addresses, providing network and port address translations and much more.

Observer GigaTest – 24x7 synthetic monitoring

Synthetic (active) testing is the perfect complement to packet and flow-based passive analysis. Deploying small footprint or virtual agents in branch locations provides for on-going monitoring and performance analysis of on-premises hosted applications or SaaS services. Find and resolve performance problems before users are impacted.

Observer Apex – Comprehensive end-user experience management

The seamless integration of packet, flow, and synthetic test results, combined with VIAVI Observer's patented End-User Experience Scoring and Domain Isolation provides IT and Operations teams with data center-like visibility all the way out to branch office locations. When performance issues are encountered, Observer Apex provides the duration, scope, and severity visibility needed to understand business impact.

While branch office and remote location deployment models vary across multiple industries such as banking, retail, and healthcare, the need for visibility remains the same. There's no need to compromise when it comes to branch visibility – the VIAVI Observer Platform and the GigaStor Branch appliance were designed with the branch office in mind.