

VIAVI Observer

Network Performance Monitoring and Diagnostics

Critical IT services must be supported throughout the enterprise lifecycle, from deployment to ongoing management and troubleshooting, to performance optimization. With Observer, teams can manage end-user experience of these services, even in dynamic, hybrid IT environments, regardless of where applications are hosted.

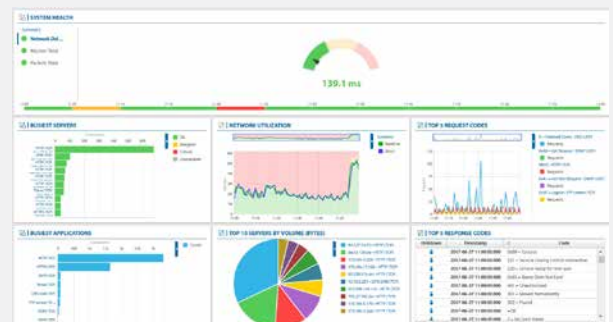
The Observer Advantage

VIAVI Observer® is a comprehensive network performance monitoring and diagnostics (NPMD) solution developed to ensure peak IT service performance both on-premises and within a cloud or hybrid IT environment. Cloud-based service deployments, complex multi-tier applications, remote employees, and customer expectations of anytime, anywhere availability of IT services can challenge performance monitoring visibility.

Observer lets IT teams overcome these challenges and effectively manage end-user experience. Using active testing, polling, and deep packet-capture analytics Observer provides situational awareness with simple, out-of-the-box dashboards and key performance indicators (KPI). If an anomaly is detected, predefined workflows allow users to quickly identify the source of the problem.

With Observer, teams can more effectively:

- Manage end-user experience
- Isolate problem domain to network, application, server, or cloud provider
- Identify root cause and correct service issues
- Gain global IT operational awareness with interactive dashboards and real-time alerts
- Baseline web or SaaS-based services and link performance
- Proactively test critical web-based apps, network, and VoIP
- Resolve security breaches with reliable, packet-based analytics
- Tune application or service performance and optimize hybrid IT investments



Apex

Centralized Performance Monitoring and Troubleshooting

Apex™ collects and aggregates data from Observer probes and GigaStor™ appliances, presenting users with predefined troubleshooting workflows for ensuring network, application, and unified communications (UC) performance.

Features and Benefits

- Predefined workflows deliver actionable insight into network, applications, and UC performance to provide anytime, anywhere visibility and troubleshooting
- 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
- Baselineing and reporting tools help visualize long-term trends and historical perspectives of any monitored KPI



Apex launch page with powerful search functionality offers predefined workflows

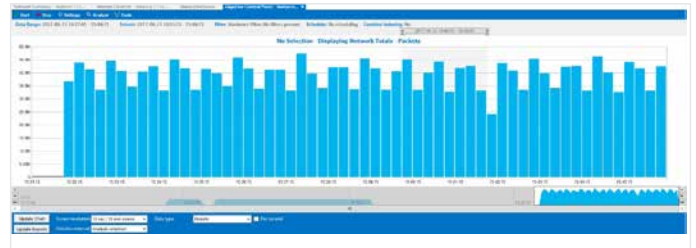
GigaStor

Capture Critical IT Service Events

The undisputed leader in back-in-time analysis, GigaStor eliminates the time-consuming task of recreating problems for troubleshooting, or for investigating possible security threats. Go back in time to review past network activity. Navigate to the exact moment of any service anomaly to see detailed, packet-level views before, during, and after the occurrence. GigaStor packet-based analytics offers robust data intelligence for regulatory compliance, security forensics, and network troubleshooting. GigaStor is available in rack-based and portable form factors or as software for cloud and hybrid IT applications.

Features and Benefits

- Back-in-time functionality means never having to wait for a service anomaly to repeat before resolving
- Support for more than a petabyte of storage enables extended visibility into past service delivery health
- Line-rate gigabit, 10 Gb, and 40 Gb support with the industry's fastest independently validated wire-rate packet capture and storage ensures total transaction visibility for performance and security investigations
- Integrated AES-256 data-at-rest encryption delivers an added level of security with no negative impact to capture or mining performance
- Tuned hardware-software design achieves simultaneous line-rate capture with the fastest packet mining in the industry for nearly instant network traffic awareness
- Built-in network, application, and service analytics for simple workflows and rapid troubleshooting help locate where the problem may reside
- Expert analytics with detailed network and application awareness, including deep-packet inspection facilitates problem solving and offers comprehensive views into security events
- Fault-tolerant custom enclosures are designed to support four years of uninterrupted, 100 percent duty-cycle, line-rate capture without dropping packets



GigaStor reduces troubleshooting time through simplified time-based navigation to anomalous traffic

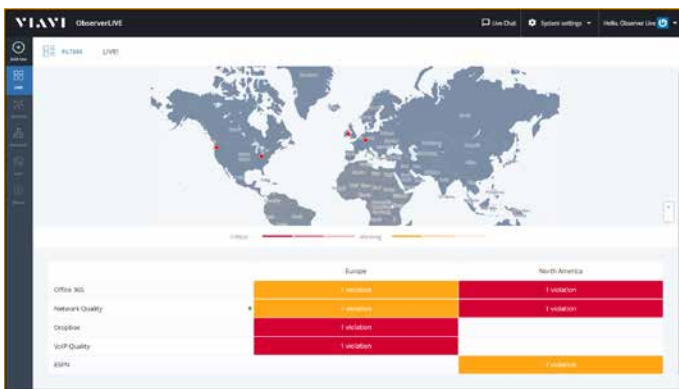
ObserverLIVE

Active Testing for Optimal End-User Experience

ObserverLIVE™ is a SaaS-based offering that complements Observer on-premises monitoring capabilities via ongoing, proactive testing of critical web-based apps, VoIP, and network links. It also solves individual user complaints with on-demand, remote diagnostics. ObserverLIVE detects and streamlines the triage and resolution of user-experience issues in a cloud or hybrid IT environment.

Features and Benefits

- Rapidly solve end-user service problems with on-demand, ad-hoc, remote diagnostic functionality independent of user location
- Achieve global 24x7x365 service availability validation with real-world synthetic transactions to SaaS and internally hosted web applications
- Quickly isolate service problem domain to application, network, or server for streamlined IT team processing escalation and resolution
- Gain global IT operational awareness with interactive, predefined dashboards and real-time alerts of performance deviations; navigate to view branch or specific end-user conditions
- Confirm acceptable connectivity between data centers, branches, and remote user access through open-ended link assessments
- Verify VoIP service uptime and quality between test endpoints or handsets by completing periodic, repeated, simulated calls including setup, data transmission, and teardown
- Confidently deploy new services globally, migrate apps to the cloud, or upgrade network capacity with automated performance KPI baselining insight
- Improve tier 3 support efficiency by expanding problem-solving capabilities of all network and operations engineers and techs
- Verify SLA agreements with carriers, MSP, and third-party applications with open-ended synthetic testing
- Flexibly deploy solution with a highly-scalable, multi-tenancy, SaaS architecture offering free and low-cost instrumentation options



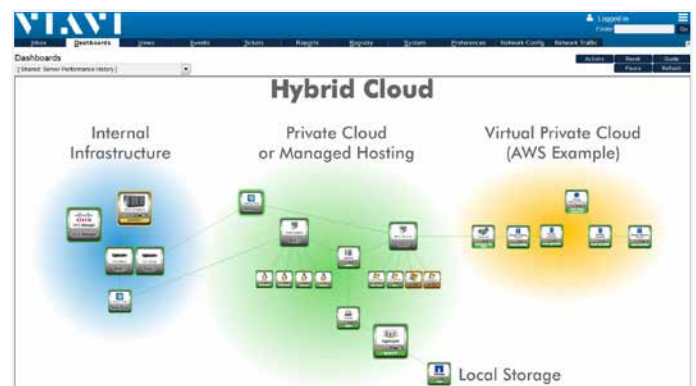
SightOps

Comprehensive Hybrid Cloud Monitoring

SightOps™ provides unified monitoring of hybrid IT infrastructure from legacy, on-premises physical and virtual assets to public or private cloud resources. Get deep visibility into AWS, Azure, SoftLayer, and vCloud Air to validate performance of critical workloads. SightOps helps teams to visualize components and their complex relationships, for complete monitoring of power, network, storage, servers, applications, and the public cloud to improve efficiencies and reduce troubleshooting time. SightOps uses agentless technologies to immediately monitor nearly any device, while letting users quickly configure monitoring for custom equipment and services.

Features and Benefits

- Hybrid IT visibility and analytics enable organizations to adopt and manage new hybrid IT environments with confidence and validate business-level cloud deployment decisions with quantifiable data
- Event management and alerts detect anomalies before they impact users, providing data on conditions affecting all critical IT resources
- Global network deployment maps organize network and server devices into specific subsets based on geography, department, device type, application service, and more so teams can prioritize resources based on severity and business impact
- Automated device discovery and dependency mapping provide live visibility into root cause of multi-domain problems
- Asset management allows for the tracking of every device on your network, plus essential individual attributes like removable hard drives, RAM, installed software, and more



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

Analyzer

Powerful Network Performance Analytics

Analyzer integrates with GigaStor, probes, and Apex to increase NPMD capabilities. Analyzer is 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.

Features and Benefits

- Advanced, built-in analytics automatically detect service anomalies to simplify network troubleshooting
- Contextual application analysis helps reduce downtime and increase productivity
- Expert analysis tracks port-based protocols for slow response and differentiates between network and application problems with local traffic and WAN/Internet traffic distinctions
- Connection dynamics graphically breaks down individual network conversations piece-by-piece, pinpointing which request or response is causing problems
- Network trending forecasts IT needs to justify upgrades with comparative reports

Source	Response Time Average (ms)	Total Requests	Total Responses	Latest Time Resp	Latest Time Resp	Request Packets	Request Bytes	Request Utilization	Response Packets	Response Bytes	Response Utilization
10.10.10.10	45,400	43	43	45,400	45,400	43	43,400	12,400	43	43,400	12,400
10.10.10.10	45,400	43	43	45,400	45,400	43	43,400	12,400	43	43,400	12,400
10.10.10.10	45,400	43	43	45,400	45,400	43	43,400	12,400	43	43,400	12,400
10.10.10.10	45,400	43	43	45,400	45,400	43	43,400	12,400	43	43,400	12,400
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10.10.10.10	45,400	43	43	45,400	45,400	43	43,400	12,400	43	43,400	12,400
10.10.10.10	45,400	43	43	45,400	45,400	43	43,400	12,400	43	43,400	12,400
10.10.10.10	45,400	43	43	45,400	45,400	43	43,400	12,400	43	43,400	12,400

Analyzer's detailed application intelligence speeds service troubleshooting

VIAVI Observer Overview

A four-time Gartner NPMD Magic Quadrant (MQ) Leader, VIAVI delivers outstanding network forensics capabilities that offer actionable insight into IT service delivery for network, security, and operations teams. Whether instrumented as a standalone solution or as part of a larger IT service management initiative, VIAVI Observer can maximize IT resource investments and aid organizations in achieving outstanding end-user experience across the entire IT enterprise lifecycle whether deploying new technologies, managing current resources, solving service anomalies, or optimizing IT asset usage.



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To reach the VIAVI office nearest you,
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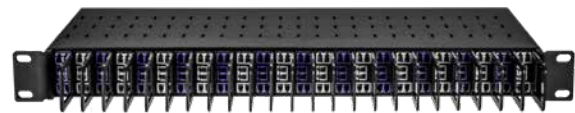
nTAPs

Access Data with Ease and Speed

Network nTAPs™ are passive devices installed on critical links for 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.



The Aggregator 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 link

Observer is NITRO Enabled

The VIAVI Network Integrated Test, Real-time analytics, and Optimization (NITRO) solution is the first network intelligence platform that connects test-instrument data with software-based planning, provisioning, assurance, and optimization. NITRO works seamlessly across mobile, fiber, cable, cloud, and enterprise networks to maximize the value of VIAVI instruments and software.

Built on a common development platform that accesses and analyzes data throughout the network, NITRO addresses the challenges of the increasingly complex service lifecycle across physical, virtualized, and hybrid networks, helping network service providers and enterprises to reduce costs and deliver new revenue streams while optimizing performance.

To learn more about NITRO visit viavisolutions.com