VIAVI

Observer Apex

Centralized Performance Management

High-Level, Strategic Vision and Tactical Awareness

Get 360° of Visibility into Network Health in a Heartbeat.

Observer® Apex™ provides a centralized vantage point for network performance across all of the Observer Performance Management Platform. It combines flow technologies, captured packets, system health, and expert analysis to provide an overall picture of service health. Apex presents integrated views of application, network, and infrastructure performance to ensure critical business processes function smoothly and IT organizational goals are supported.

What Benefits does Apex Offer?

Apex manages global performance across the enterprise. It offers solution-centered workflows that deliver high-level issue alerts – and the data intelligence to pinpoint problems at the source, leading to fast resolution. The strength of Apex is the speed and accuracy with which it helps resolve problems.

Benefits

- User-friendly interface with intuitive, web-based functionality
- Library of pre-built widgets designed to get you up and running fast
- Widget creation tool for customization of views and easier data sharing
- Aggregated views of network, application, and device health
- Navigation from high-level monitoring to root-cause analysis
- Optimization of performance through baselining
- Drilldown from performance dashboards into link, user, and connection details
- Detailed metrics on important applications such as Citrix®, Oracle®, WebSphere® MQ, email, and Web
- Real-time application health on a global scale with NetFlow
- Monitoring of end-user experience regardless of device

"The Observer Platform provides organizations with valuable insight into IT operations and business service performance. Solutions like Apex validate large IT initiatives, while network and application groups can leverage its real-time dashboards, workflows, and long-term reporting to resolve problems and fine-tune service delivery."
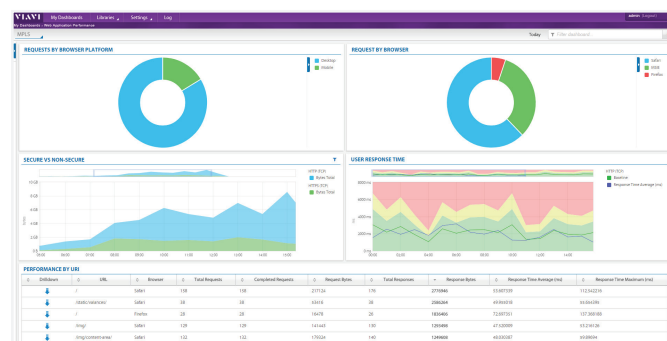
Bojan Simic
Principal Analyst for TRAC Research

Understand User Experience

For optimal delivery, Apex provides superior monitoring of the end-user experience. From smart phones to laptops, it offers real-time and historical user metrics neatly packaged in an aggregated display of essential communication data. Color indicators instantly communicate performance status for proactive solution and prompt resolution.
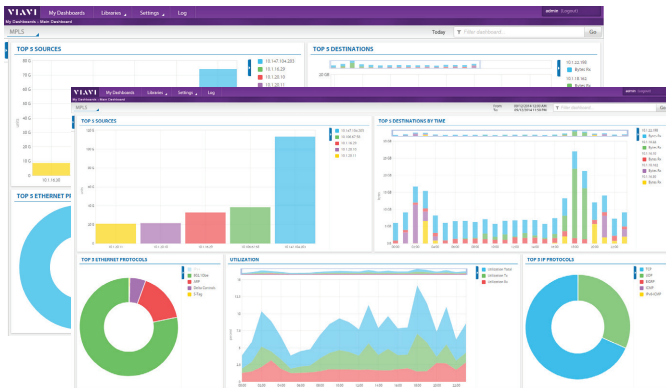
End-User Experience Metrics Include:

- End-user page response time
- Transactions processed
- Traffic flow data
- Application errors
- Network errors, latency, and utilization
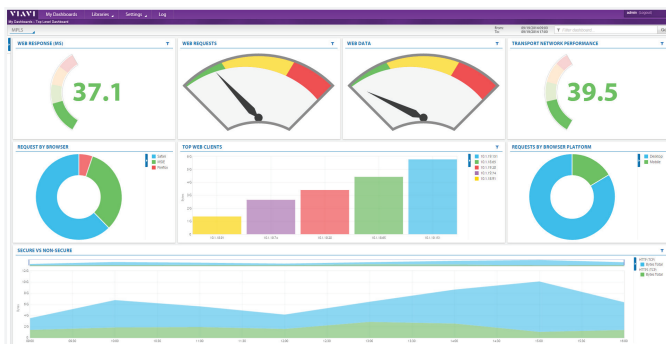
Key Features

Intuitive Interface and Workflows

The solution-centered, user-defined work-flows of Apex offer an intuitive approach to investigating and resolving performance problems. The web-based interface features prebuilt widgets to get you up and running fast. Get the metrics you seek and easily share data with other business units.
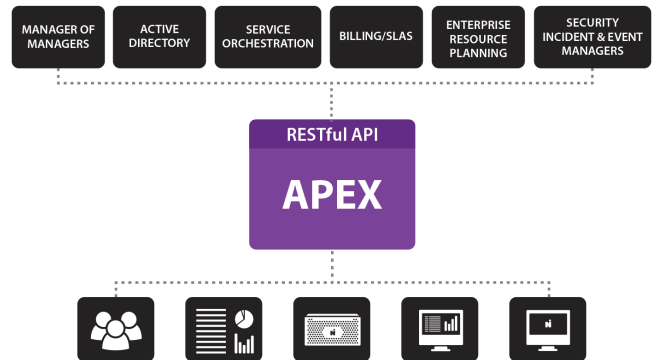

Performance Reporting

Apex combines enterprise-wide views, macro and micro level reporting, and deep drilldown for better problem resolution. It serves as a performance management hub, combining packet-based analytics and metrics like flow-based data and status for an overall view of network, system, application, and infrastructure health.
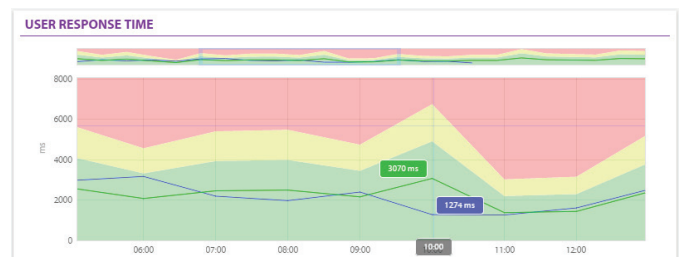

Borderless Service Collaboration

Third-party integration and multi-domain reporting are facilitated via RESTful API. Integrate performance management solutions for ultimate visibility. Share and manage data with complementary IT initiatives like event management or service orchestration.
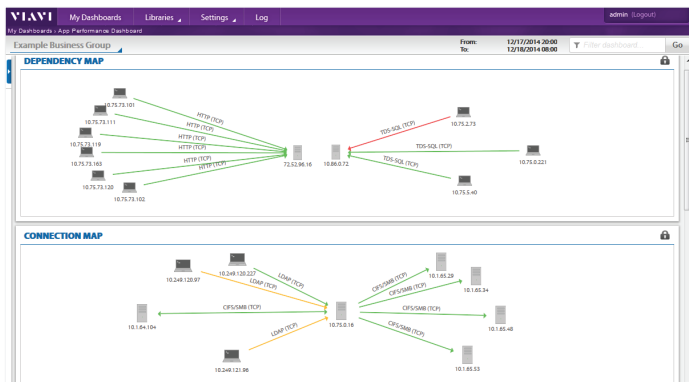

Behavioral Analysis and Baselining

Use advanced behavioral analysis and baselining to set benchmarks for any performance or time-based metric such as application response time, VoIP, MOS values, or network utilization. Analyze the unique behavioral characteristics of your environment to quickly determine if application delivery and performance is acceptable. Monitor distinct traffic patterns and compare performance data from different periods of time.

Application and Transaction Intelligence

Apex offers application dependency mapping (ADM), which automates discovery of app interdependencies, building maps that visualize these complex relationships with simplified clarity. It provides critical information for locating issues and migrating applications to new environments. Transaction reporting and detailed end-user web visibility provide segmentation tools to understand user variables impacting performance.

Platform Integration

The Observer Platform is a full-service IT solution for optimizing application and network performance management. Each part of the system fits precisely together with all other components – increasing capabilities, power, and speed. As an integral part of this platform, Apex plays a key role in creating IT management solutions for complex environments and supporting the success of enterprise-wide IT initiatives.
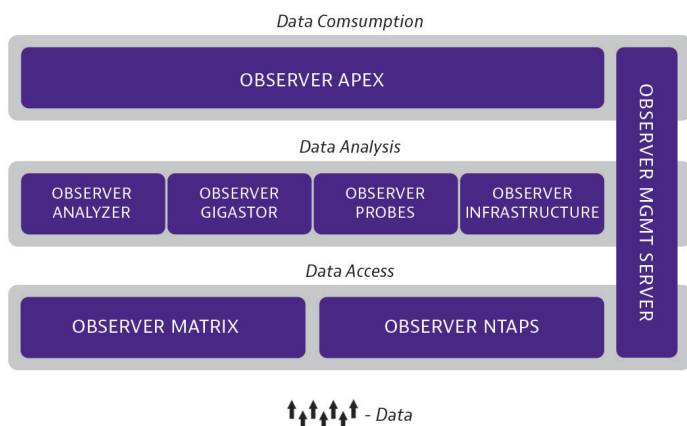
Apex is connected with Observer GigaStor™, Observer Analyzer, Observer Infrastructure, and Observer Probes to provide the following benefits:

- Aggregates data from GigaStor, Probes, NetFlow devices, and other collection agents
- Integrates high-level monitoring with detailed problem-solving functionalities
- Provides long-term views of network activities and infrastructure performance
- Segments reporting by specific business unit, user group, or infrastructure type
- Accelerates troubleshooting via logical workflows
- Delivers comprehensive network health views
- Offers dynamically shared content with third-party business initiatives (BSM, ITIL®, and more)

"When we researched how to address the new infrastructure challenges, we wanted a solution that would last at least 10 years. We looked for a well-established company with a proven success record of monitoring and troubleshooting within a complex IT infrastructure."

Martin Perkins
Capita Secure Information Solutions Ltd | Network Architect

Data Comsumption

OBSERVER APEX

Data Analysis

| OBSERVER ANALYZER | OBSERVER GIGASTOR | OBSERVER PROBES | OBSERVER INFRASTRUCTURE |

OBSERVER MGMT SERVER

Data Access

OBSERVER MATRIX   OBSERVER NTAPS

⬆⬆⬆⬆⬆ - *Data*

viavisolutions.com