

# 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 helps 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 service delivery with end-user experience scoring; accelerate resolution with problem domain awareness—network, server, client, or application
- Streamline troubleshooting with pre-defined three-steps-to-resolution workflows
- Gain global IT operational awareness with interactive dashboards and real-time alerts
- Baseline web or SaaS-based services and supporting 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

Observer® Apex™ provides a centralized vantage point for performance monitoring and troubleshooting across the entire Observer Platform. Apex offers two complementary vectors for rapid IT service delivery problem resolution, technology-oriented or site-based, pre-engineered workflows.

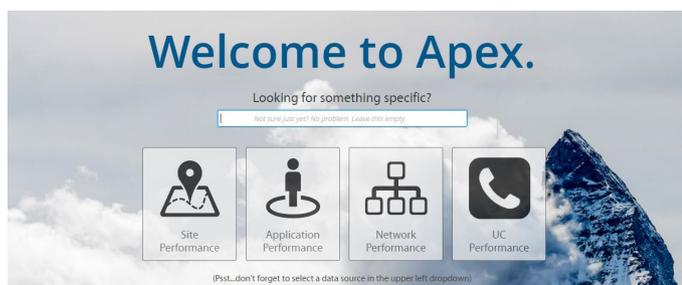
Technology-focused troubleshooting enables users to investigate from the welcome page via flexible search keywords, letting Apex intelligently direct the remediation path based on user input to either the application, network, or unified communications performance workflows.

Alternatively, site-based monitoring or anomaly resolution begins by selecting the Site Performance icon on the welcome page. After initial wizard-driven configuration by the user, the site or location-based flow allows users to narrow the triage area to a particular region, country, data center, or even functional area of the organization. From this point users can select one of the complementary technology workflows. Each of these application, network, or unified communications lead to problem resolution in three steps or less.

In either case, there's no guessing as to where to start, or worse the frustration of going down a troubleshooting path dead end. Let Apex do the heavy lifting and point you in the right direction.

### Features and Benefits

- Out-of-the-box workflows deliver actionable insight into network, application, and unified communications performance to reduce finger pointing in three steps or less
- Easy-to-use interface and streamlined dashboard creation minimizes training time and maximizes ROI
- End-user experience scoring takes the guesswork out of TCP-based network troubleshooting
- On-Demand application dependency mapping enables fast multi-tier application visibility with no configuration required
- Dual geolocation or technology-based starting points offer direct path to problem resolution
- On-the-fly, ad-hoc connection dynamics translates complex network transactions into simple-to-understand, chat-like graphics
- Custom dashboard builder enables logical, aggregated, user-defined views into service delivery health and status



Apex welcome page with powerful search functionality offers predefined workflows

- Baselining and reporting tools help visualize long-term trends and historical perspectives of any monitored KPI
- Simple third-party integration takes the hassle out of sharing critical transaction data with complementary IT initiatives, such as event management and security threat mitigation

# 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

- 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
- Back-in-time functionality means never having to wait for a service anomaly to repeat before resolving. Web-based trace extraction enables third-party integration and easy sharing across IT silos
- Support 1/10, 40, and 100 Gb network interface speeds; scalability to more than a petabyte of capacity enables extended visibility into past service delivery health
- 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 rack and portable custom enclosures are designed to support five years of uninterrupted, 100 percent duty-cycle, capture without dropping a single packet; software options provide for flexible hybrid-IT deployment



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

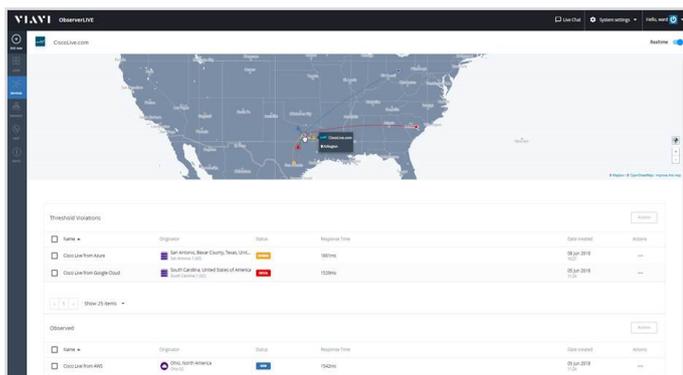
# ObserverLIVE

## 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



Within the ObserverLIVE dashboard, the LIVE! page summarizes, then prioritizes all marginal and critical conditions by severity for clear visibility into the most pressing issues

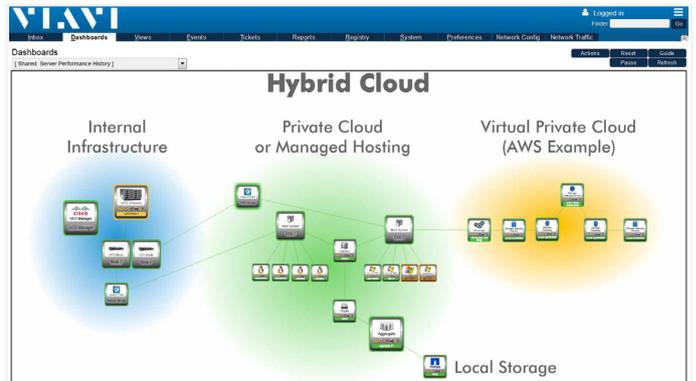
# SightOps

## 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, IBM Cloud, and OpenStack 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

Server	Response Time Average (ms)	Total Requests	Total Responses	Latest Time Req.	Latest Time Res.	Request Packets	Request Bytes	Request Utilization	Response Packets	Response Bytes	Response Utilization
HTTP (TCP)	48.481	46	46	1/6/2014 09:13:13.616/2014 09:13:13	47	37660	13,320	435	64829	237,086	435
GET	46.850	43	43	1/6/2014 09:13:13.616/2014 09:13:13	43	36630	12,820	433	63661	236,400	433
HEAD	48.481	2	2	1/6/2014 09:13:13.616/2014 09:13:13	2	1479	5340	2	836	6,343	2
Client Error	100.000	2	2	1/6/2014 09:13:13.616/2014 09:13:13	2	1479	5340	2	836	6,343	2
404 - Not Found	100.000	2	2	1/6/2014 09:13:13.616/2014 09:13:13	2	1479	5340	2	836	6,343	2
POST	75.391	1	1	1/6/2014 09:13:13.616/2014 09:13:13	2	891	8,262	1	902	8,262	1
Success	75.391	1	1	1/6/2014 09:13:13.616/2014 09:13:13	2	891	8,262	1	902	8,262	1
200 - OK	75.391	1	1	1/6/2014 09:13:13.616/2014 09:13:13	2	891	8,262	1	902	8,262	1

Analyzer's detailed application intelligence speeds service troubleshooting

## VIAMI Observer Overview

Observer has been recognized by Gartner as a network performance monitoring and diagnostics (NPMD) Magic Quadrant (MQ) Leader for five-consecutive years. Built on the best independently validated packet capture and analysis in the industry, Observer offers 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, 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 VIAMI office nearest you, visit [viavisolutions.com/contact](http://viavisolutions.com/contact).

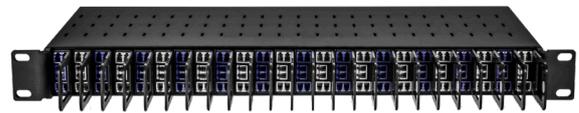
# nTAPs

## 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 VIAMI 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 VIAMI 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.

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