ServicePilot 360 Data Sheet

Benefits

- *A single, cost-effective solution for end user experience monitoring. 360 is highly scalable and adaptable. You purchase what you need today and add more as required.*
- *It's up and running in minutes—not days or weeks. 360 also gives you intuitive reporting and dashboards, so you can see benefits within hours.*
- *Near real-time monitoring capabilities to provide proactive problem detection, efficient troubleshooting, and rapid problem resolution.*
- *ServicePilot 360 supports real and virtual infrastructures along with handsets and softphones. Your organization can seamlessly transition to cloud services while ensuring end user performance at every step.*
- *You define which applications, network devices and VoIP phones you want to monitor. You can change what you monitor quickly and easily.*

Features

- *Granular monitoring of the performance and availability of applications delivered to each real or virtual desktop to maintain the best user experience*
- *Multi source collection of AppFlow, NetFlow (V1, V5, V7 and V9), sFlow, jFlow and IPFIX data, RTCP and RTCP XR summary reports.*
- *Traffic analysis by user, host, network, application, etc.*
- *Automatic application classification via Well-known port*
- *Ability to seamlessly scale from 25 interfaces and devices to thousands supporting up to 50,000 flows per second*
- *Out-of-the box reporting, custom reporting and top down analysis through drill-downs*
- *Integration with ISM Enterprise including alerts (traps and Syslog) and statistics for SLA reporting and BSM.*

Flexible End User Experience Monitoring

ServicePilot® 360 (360) is the integrated solution to monitor the essential components that dynamically define and impact an end user's experience. 360 helps you manage the quality of business services and productivity by monitoring, alerting and reporting on application and network performance as well as voice quality. Enterprises and service providers can manage multiple vendor technologies, platforms, sites and customers through a single pane of glass.

With 360 you get a clear view of application performance, network bandwidth and activity, and call quality in a single monitoring solution. It is a simple yet powerful tool that can collect details of up to 50,000 flows per second, providing you with real-time traffic analysis. 360 can scale from small to very large configurations. While it is a very comprehensive solution, the user can select exactly what they want to monitor. It can be used as an integrated platform for monitoring end user experience, or it can be focused on addressing specific business needs and services. 360 can be used standalone or in conjunction with other monitoring tools.

360 reports and dashboards are easy to use, combining multiple graphs

ServicePilot 360 brings the complex and highly distributed environments of IT organizations and service providers under your control whether the components are real, virtualized cloud, or a hybrid. It provides insight into:

Cloud Computing: Ensure end user satisfaction in your cloud environment. 360 significantly enhances the level of detailed analysis necessary to effectively monitor the "line of sight" of any application or cloud service. With 360 you can apply meaningful metrics to all collected performance data to indicate exactly how end users actually experience cloud services.

Support for Mobility: 360 closes the visibility gap between what data center-centric application performance management tools "see," and what end users with laptops and tablets are actually experiencing.

Bandwidth Management: You can have real-time visibility into bandwidth usage patterns across the network. Identify which hosts, applications, and conversations are consuming the most bandwidth. You can also drill down to the details to quickly troubleshoot and resolve problems.

Voice Quality: A complete, real-time view of call activity and performance in your VoIP network. You can monitor service quality and quickly isolate and diagnose problems affecting user-perceived call quality on IP phones.

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Network Control: Detect and classify DoS attacks, Port Scanning and UDP Bombing in real-time. The detailed data collected by 360 is a valuable forensic tool to help you understand and replay the history of security incidents. It also empowers you to quickly identify unauthorized usage violations such as streaming audio, video, or file sharing applications. You can easily isolate who is doing what, where, when, with whom and for how long.

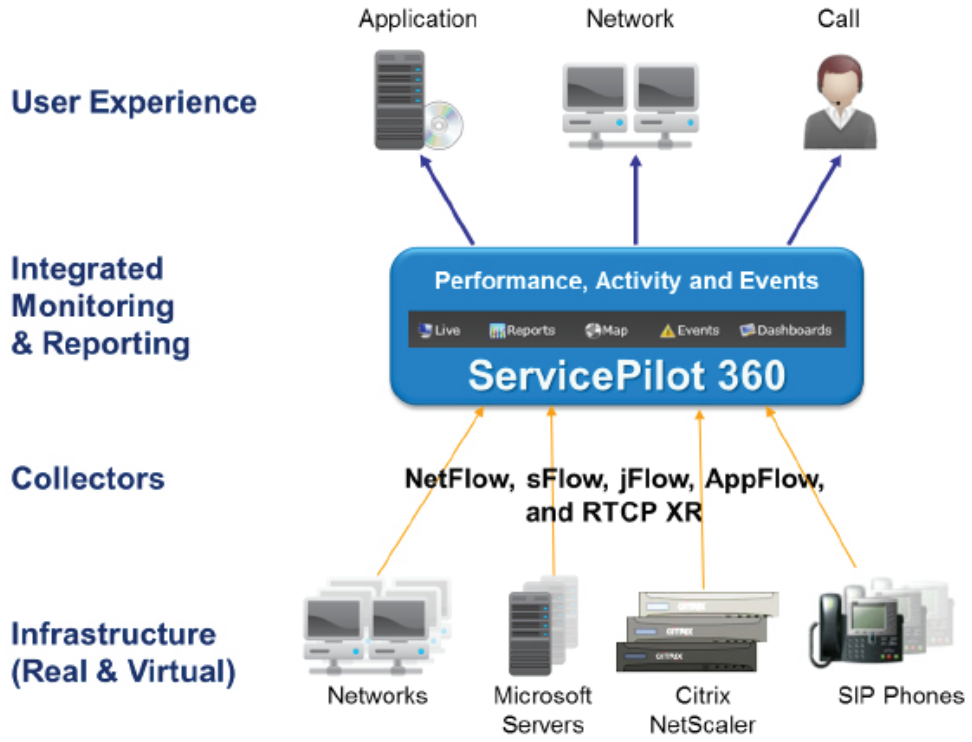
How ServicePilot 360 Works

ServicePilot 360 collects, stores and analyzes every data flow that traverses your infrastructure. It can monitor and report on any and all data conversations and IP calls, providing a true 360- degree view of end user experience. This innovative solution is the first monitoring tool that combines both NetFlow and AppFlow. 360 uses existing infrastructure and industry standards to give you a clear and complete view of network and application performance, eliminating the need for additional "network taps" or installed agents. And 360 can be implemented at any point on your network. It uses all of the following standards and technologies to collect the necessary performance and activity details:

Application Performance: NetFlow and AppFlow supported by Citrix NetScaler™ or a Windows AppFlow probe developed by ServicePilot

Network Activity: NetFlow (versions 1, 5, 7 and 9), sFlow, jFlow, or IPFIX data

Call Activity: SIP Real-Time Transport Control Protocol (RTCP) and Real-Time Control Protocol Extended Reports (RTCP-XR) summary reports



ServicePilot 360 collects data from a variety of sources to effectively monitor the end user experience

ServicePilot 360 also features business relevant hierarchical groupings to provide a means of efficiently monitoring the performance of numerous applications and devices across a distributed network. Intuitive dashboards and reports provide effective analysis, so monitoring and root-cause analysis is fast. By clicking any of the color-coded charts, you can quickly drill down to detailed report data filtered as you require. 360 also offers advanced filtering features by interface, application, call, protocol, ToS, etc. You can identify cumulative and individual statistics for each alert, interval, and activity. By drilling down further, you can view comprehensive data. The report data from 360 can also be integrated with the extensive infrastructure reporting capabilities in ServicePilot ISM Enterprise, or exported to third-party NMS/OSS systems via an API.

Comprehensive Network and Application Performance Monitoring

ServicePilot 360 collects all of the traffic flows at critical points on your network. This data is collected and can be viewed real-time. Network data intelligence at a very finite level facilitates a superior level of monitoring, investigation and analysis. By analyzing flow data, a picture of traffic flow and traffic volume in a network can be built. It provides greater insight into the end-user experience, increases network security, and enhances end user productivity.

The NetFlow standard has evolved over time. 360 supports various versions of NetFlow as well as sFlow, jFlow, IPFIX and AppFlow. AppFlow is an emerging industry standard, www.appflow.org, that extends IPFIX. It provides flow and user-session level information valuable for application performance monitoring. AppFlow records are provided by AppFlow generators, including Citrix® NetScaler and the new ServicePilot Windows AppFlow probe. The AppFlow records have two parts: TCP information and application-specific data.

Detailed Call Quality Monitoring

360 monitors call quality service delivery across a network by collecting performance information directly from Avaya IP and other SIP phones (Aastra, Cisco, Linksys, Polycom, etc.) in real time. It accepts SIP Real Time Control Protocol (RTCP) and Real-Time Control Protocol Extended Reports (RTCP-XR) summary reports from IP phones and non-intrusively monitors the quality of every call at each user handset or softphone.

The QoS/QoE information is reported to 360 at the end of each call to provide visibility of the service delivered to all the IP phone users in the network. The listening and conversational quality Mean Opinion Scores (MOS) and R-factors along with extensive diagnostic data on all the call quality metrics (call activity, call duration, delay, jitter, packet loss rate) is collected by 360. You can set thresholds and alerts for each call quality metric collected. 360 can aggregate metrics based on domain (VoIP PBX), dialing extension, or destination extension.

ServicePilot 360 – Network and Application Performance Monitoring	
Throughput Capacity	• Up to 50,000 flows per second
Collection • Network Activity • Application Activity	 • NetFlow (V1, V5, V7 & V9), sFlow, jFlow, and IPFIX • AppFlow (Citrix NetScaler®) and ServicePilot Windows AppFlow probe
Analysis • Automatic Application Classification • Website Classification	 • Well-Known Ports • Partial
Metrics	• Bytes, Packets, Bps, Pps Conversations, Max Load, RTT
Flow Statistics	• Host, Protocol, Port, User, Applications, Zones, Network, Type of Service (ToS)

ServicePilot 360 – Call Activity	
Supported Protocols	• Accepts SIP RTCP and RTCP-XR summary reports from IP phones
Call Quality and IP/RTP Metrics	• List of all call records received between each set of endpoints • MOS score (when available), jitter, latency, and packet loss rate • Listening and conversational quality R-factors – R-LQ, R-CQ (when available)

SIMPLIFY NETWORK AND APPLICATION MANAGEMENT

ServicePilot 360 Specifications

Reporting:

- Rich Internet Application (RIA) Web Interface
- PDF Reports can be generated and scheduled as required
- Retention Duration: variable

Integration:

- Alerts: ServicePilot ISM Traps, Syslog
- Statistics: ServicePilot ISM Enterprise

Pricing Method:

Pricing is based on the number of resources monitored by ServicePilot 360. A resource can consist of the following:

- Network interfaces
- Groups of IP phones

The ServicePilot Windows AppFlow probe is a feature that is priced separately.

Minimum/Recommended Platforms and Server Hardware

- Windows XP / Vista / 7 / 2003 Server / 2008 Server
- Microsoft .NET Framework 3.5
- Microsoft Silverlight 3.0 for client
- Java Runtime Environment 1.6.0
- Recent Dual Core processor
- 4 GB RAM
- 80 GB Hard Drive
- 10/100/1000 Ethernet interface (report collection and management port)

ServicePilot endorses the AppFlow standard and is a member of AppFlow.org.

AppFlow
www.appflow.org

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