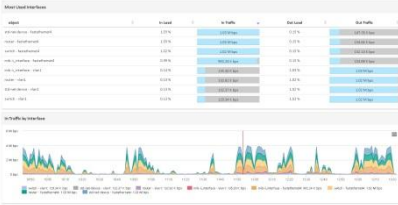


NETWORK INFRASTRUCTURE MONITORING



Why choose ServicePilot?

- ✓ Quick installation
- ✓ Remote configuration
- ✓ Automatic discovery
- ✓ Threshold alerts
- ✓ Events based alerts
- ✓ Built-in dashboards
- ✓ Capacity Planning

Cost control and reduction

- ✓ Simplified architecture
- ✓ Only one physical or virtual server
- ✓ Fast integration and configuration
- ✓ Trend analysis and capacity management
- ✓ Bandwidth control and analysis
- ✓ Optimal network service delivery



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Network infrastructure performance is vital to application service delivery.

Enterprises regularly make network infrastructure evolve in order to answer the users and business needs and ensure applications performances. Large network infrastructure comes with complex management and virtualization issues, thus making it more difficult to analyze performance problems and pinpoint the root cause of network related incidents. ServicePilot integrates many monitoring packages designed for various network device vendors and equipment types: Switches, Routers, Firewalls, Wireless Access Points, Bandwidth, QoS, NetFlow, ...

ServicePilot will also allow you to analyze the performance of applications, monitor end-to-end IT infrastructure and each datacenter equipment or service (Servers, Virtualization, Databases, Storage devices, Communication performance...).

AUTOMATE NETWORK EQUIPMENT MONITORING

Provisioning is a vital and key factor in the reliability and sustainability of any monitoring solution. ServicePilot bases its software on different concepts allowing fast and reliable deployment of your IT monitoring tool. Manual drag & drop of built-in monitoring packages on a map or integration of an external referential file presenting the list of equipment to be analyzed with a monitoring package and its corresponding business or geographic view. This file is extremely simple to fill in and easily takes into account Configuration Management Changes. The 2 provisioning methods complement one another

A built-in monitoring package contain:

- ✓ Equipment or service indicators collection
- ✓ Visual mapping of equipment and services on maps
- ✓ Alert thresholds definitions and mechanisms
- ✓ Standard dashboards and drill-down details
- ✓ Pre-configured PDF reports

Integrated built-in dashboards

Standards reports and built-in dashboards allow both global and detailed understanding of your IT network performance. Answer in a few clicks questions like which interfaces are saturated, which CPU consumes the most resources, which equipment or network services impact the SLAs and degrade global IT service quality, as well as many other key performance monitoring indicators.

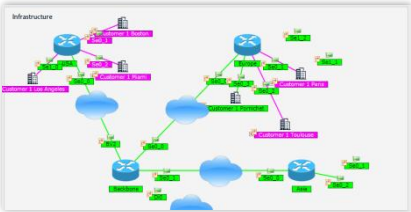


Hospital Center La Rochelle

“ Our aim to replace a combination of tools, including Nagios and Cacti, both taking too much time regarding tooling configurations, was a success completed in a matter of days thanks to an impressive built-in package list for network, datacenter and VoIP monitoring ”

Main indicators

- ✓ System load
- ✓ Network interfaces: status, traffic, volume, errors, ...
- ✓ Power, ventilation, temperature
- ✓ Disk Drives



Cisco environments monitoring

- ✓ Nexus
- ✓ IP SLA
- ✓ CBQoS
- ✓ Network Based Application Recognition (NBAR)
- ✓ NetFlow

Security devices and services

- ✓ Firewalls
- ✓ Load balancers
- ✓ Wan optimizers
- ✓ N-IDS
- ✓ N-IPS...

Wi-Fi performance

- ✓ Access Point status
- ✓ Service availability
- ✓ System performance
- ✓ Interfaces
- ✓ SSIDs activity

NETWORK DEVICE MONITORING

ServicePilot offers built-in SNMP based monitoring packages to collect performance indicators for the different network devices (LAN , WAN and Wi-Fi) across vendors (Cisco, Alcatel-Lucent, Avaya, HP, F5, Aruba, Juniper, ...), generate threshold based alerts and fill in standard reports automatically with your data. ServicePilot is also able to receive, analyze and manage SNMP Traps and Syslog that are generated by network devices and services, thus enriching alerts and PDF reports. Automatic resource discovery of devices can be scripted for a more targeted resource discovery. Various built-in network monitoring dashboards allow you to get an instant understanding of:

- ✓ Available bandwidth usage
- ✓ Classes of Service analysis (Cisco CBQoS)
- ✓ Cisco IPSLA test collection and result display
- ✓ Application and protocol analysis (NetFlow, sFlow, jFlow, OSPF, BGP, ...)

Log and event analysis

Log and event analysis highlights all vital data to identify IT production problems and security issues.. Data indexation in a NoSQL database coupled with a multi criteria search interface allows for log correlation, events information with application performance or infrastructure problems overtime reports.

KEY FEATURES

Topology

ServicePilot allows you to create a topological representation of your IT network and services with technical, business, geographical views and maps.

Capacity Planning

In order to anticipate or investigate fluctuations of measured indicators, technical experts can rely on trend analysis and capacity planning features using historical data to highlight variations and anomalies.

Alerts and automatic actions

ServicePilot offers different thresholds levels from which an alert can be triggered with an associated notification by email, Trap, Syslog and other automated actions, ... Alerts can be followed, acknowledged, given notes during the resolution of the incident and closed once the issue is solved or once the monitored element state returns to normal.

Automatic Discovery

ServicePilot automatically discovers equipment resources and interfaces. Scripts allow to specify which interfaces should be monitored.

Diagnosis help

Various interfaces are available for a global and detailed analysis and understanding of problems and incidents: Uptime, Events, Graphs, Ordered lists, Queries, Operations, Technical groups,... Minute by minute data collection and key indicators are stored for detailed historical analysis.

International

Information is accessible thanks to a multi-tenant web interface adapting to enterprise internationalization and localization browser settings. Reporting data can be displayed in several languages and indicators are always shown according to geographical time zone.