



VIAVI

VIAVI Solutions

Data Sheet

VIAVI *Observer*

Apex

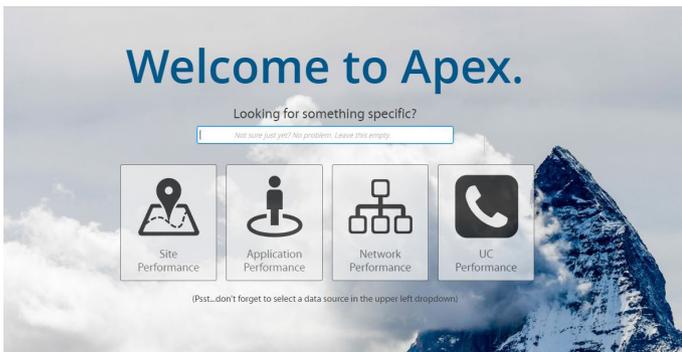
Centralized performance monitoring
and troubleshooting

Strategic Vision, Intelligent Workflows, and End-User Experience Scoring

Get 360° of Visibility into Service Health

Observer® Apex™ provides a centralized vantage point for performance monitoring and troubleshooting across the entire Observer Platform. Begin with either a technology-oriented or site-based perspective, then use pre-engineered workflows for fast problem resolution.

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 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 coming to a troubleshooting dead end. Let Apex do the heavy lifting and point you in the right direction.

Apex includes intelligent end-user experience scoring of all TCP-based network conversations providing deep insight into likely satisfaction levels. End-user experience scoring eliminates the guesswork in troubleshooting by getting the actionable information to solve the problem to the right person or IT team fast.

By combining IT operational metrics that span the largest IT environments, Apex delivers an out-of-box experience like no other network performance monitoring and diagnostics (NPMD) solution on the market. You get the information you need—within the context of application, network, unified communications—to maintain comprehensive IT service awareness and rapid troubleshooting. Augment these capabilities by charting your own course with the Apex custom dashboard functionality, all specifically tooled to your unique IT environment.

What Benefits Does Apex Offer?

Apex offers ongoing operational insight into applications and technologies for IT teams throughout the enterprise lifecycle including deploy, manage, solve, and optimize. It provides immediate problem resolution with out-of-the-box workflows alongside customizable dashboards and reporting to meet unique IT team needs. Additionally, geolocation-based service visibility and workflows allows for quick assessment of problem scope and severity.

User experience scoring complements this and magnifies the value with breakouts of all TCP-based service transactions down to the individual client or device. The strength of Apex is the ability to bring all these capabilities into a single, highly intuitive user interface.

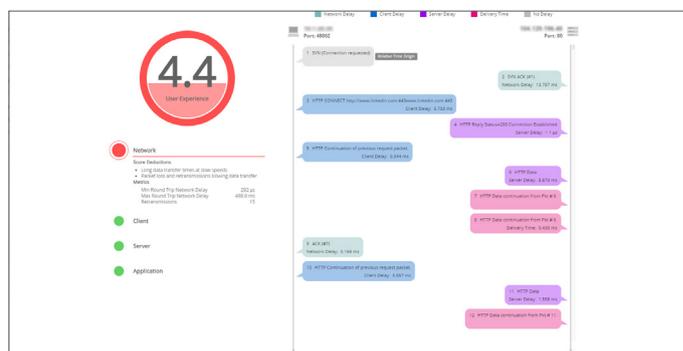
Features and Benefits Summary

- 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
- 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

“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.”

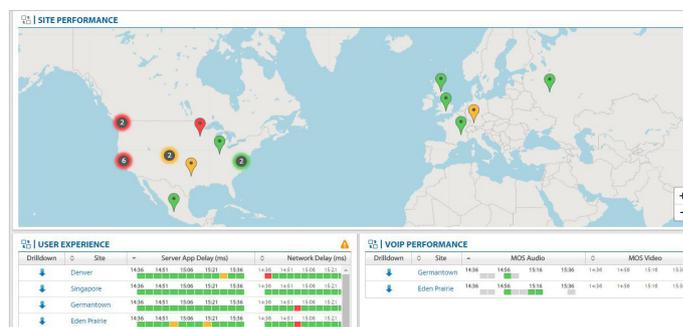
User Experience Scoring

Apex takes the guesswork out of assessing a users’ satisfaction with IT services using patented analytics-based scoring. For every TCP-based network conversation, Apex performs multiple calculations presenting IT teams with a single, easy to understand color-coded (green-yellow-red) score (poor, marginal, good). Values range between 0 and 10 (less than 5 — poor, 5 to 8.0 — marginal, and greater than 8.0 — good). Apex then takes it a step further by breaking out the problem domain whether network, application, server, or client with helpful common language descriptions of the issue.



Site Performance

Apex site performance geolocation capabilities provides excellent awareness of IT service health whether at the regional, country, city, data center levels, or even more granularity to individual service groups such as accounting. Users can easily define these parameters to the individual subnet and VLAN to gain intelligence within or between these defined groups.



Bojan Simic

TRAC Research | Principal Analyst

Three-Steps-to-Resolution Workflows

Apex takes the guess work out of troubleshooting service delivery anomalies. From the welcome page, users can search by end user, network, application, or service-specific variable to gain an instant, context-based path to problem resolution. With this single-user search input, Apex will intelligently assess the request and provide the most probable path to resolution whether network, application, or unified communications in origin. Alternatively, users can begin with site-based performance visibility. Either way, users are guided to the root cause in three steps or less.

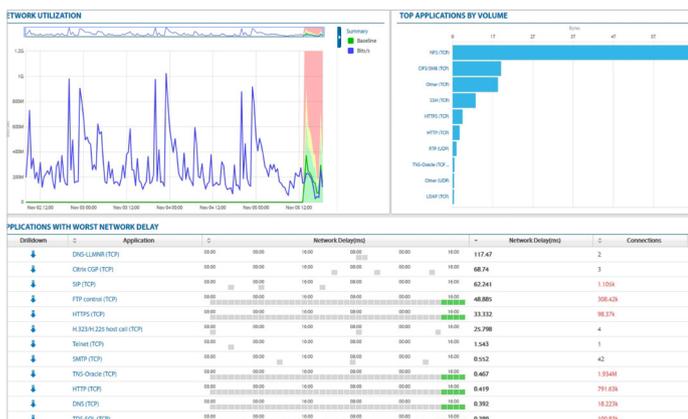
1. Network Performance Awareness

As the foundation of all things IT, understanding network status is crucial to successful service delivery. With that in mind, the Apex workflow begins with in-depth intelligence into overall network health. Depending on Apex welcome page search input, users will be directed to the relevant network anomaly.

Step One - View whether current performance is green (acceptable), yellow (marginal), or red (unacceptable).

Step Two - If performance is unacceptable or marginal, drill down into resource consumption and trouble spots.

Step Three - Determine if it is a server or network-based issue, and clarify if the problem is transaction-specific or pervasive across the environment.



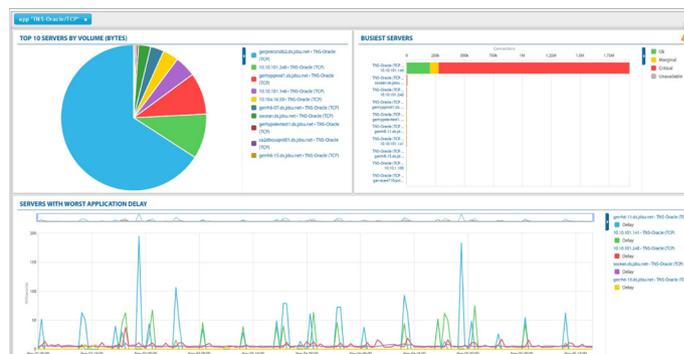
2. Application Performance Intelligence

Enabling network and operations teams to monitor current health and quickly determine the cause of application abnormalities is critical to effective service delivery. Apex three-steps-to-resolution offers an application performance track to address this need.

Step One – Provides context into overall traffic health and whether the issue is likely related to the network or application.

Step Two - Should there be an anomaly, drill down for insight into application traffic distribution, patterns, volumes, or responsiveness, all of which offer end-user experience insight.

Step Three - When required, navigate deeper into transaction details through Observer GigaStor™ trace extraction which offers views into exactly where the application issue resides.



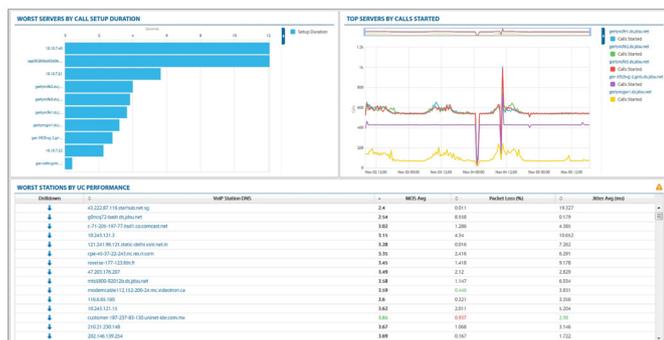
3. Unified Communications Performance Visibility

The low-latency, high bandwidth, and real-time nature of VoIP and video makes achieving consistently acceptable levels of service delivery an ongoing challenge for network and operations teams. The Apex three-steps-to-resolution UC performance workflow greatly reduces this burden.

Step One – Achieve a global perspective of call quality. If there is degradation in UC performance, the real-time reporting reveals when it occurred and who is negatively impacted.

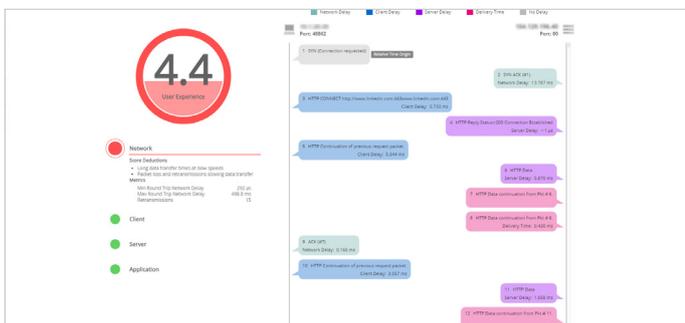
Step Two - Navigating to the next report provides granularity at the phone or server level, correlating lost packets directly to end-user experience.

Step Three - If required, users can drill down to the packets using GigaStor trace extraction to obtain detailed root cause information on why calls are terminating abnormally or service is degraded.



Connection Dynamics Conversation Awareness

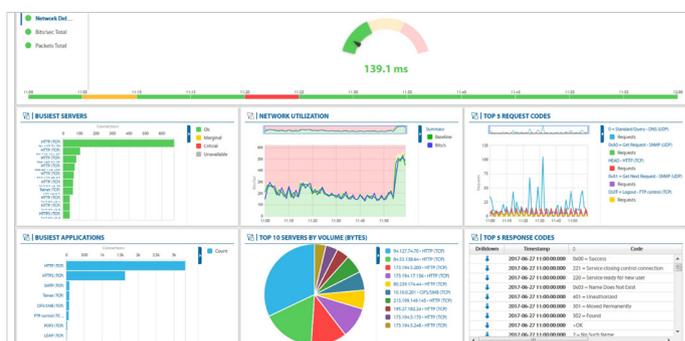
Gain total visibility into every network transaction through Apex with Internet connectivity. Begin with a dashboard view, drill down in a few steps within any Apex widget containing an IP pair or an application. From here, users can visualize the interaction with simple-to-understand chat-like graphics. Every packet of a network conversation is a color-coded graphical representation. Metrics included are delays associated with network, client, or server along with delivery time. When minute details are needed, connection dynamics makes it simple.



User-Defined Dashboards and Reports

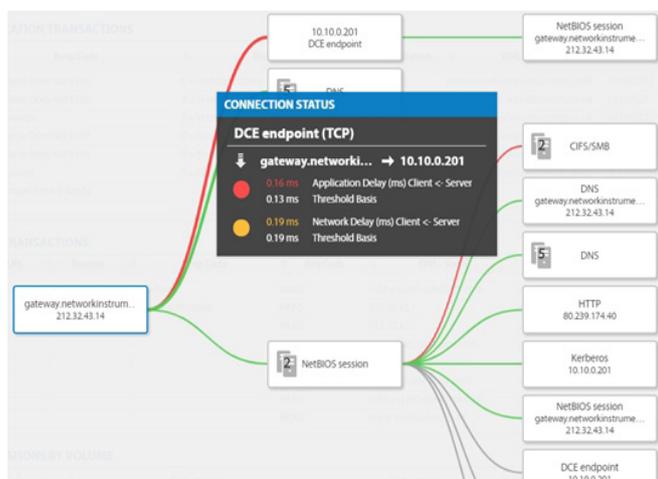
Beyond out-of-the-box workflows, Apex provides users the ability to easily construct real-time dashboards with multiple different and easy-to-configure widgets including status indicators, bar and line graphs, baselines, and tables.

These widgets, once complete are stored in a library for use in making any number of unique dashboards and navigable workflows that conform to their organization's unique visibility needs. Likewise, long-term reports can also be quickly built offering historical views into operational health.



On-Demand Multi-Tier Application Intelligence

On-demand application dependency mapping offers fast discovery of app interdependencies, building maps that visualize these complex relationships with simple clarity. Maps can be built from any widget containing an IP address, IP pair, or client/server IP and will automatically determine worst connections on application and network delay threshold deviations. It then sorts all connections by status; critical, marginal, and acceptable levels so users can quickly assign troubleshooting priority.



Observer Platform Overview

Observer Platform is a comprehensive network performance monitoring and diagnostics (NPMD) solution that offers valuable insight and assistance to network and operations teams. As the central dashboard and reporting resource, Apex collects and aggregates trended data with one-minute granularity from GigaStor, Observer Analyzer, and Observer Probes. Apex can also leverage data from these various platform components to facilitate browser-based anytime, anywhere troubleshooting. Built on an open-API design, Apex can play an integral part of larger IT initiatives, transmitting data to, or receiving data from other complementary solutions.



Contact Us **+1 844 GO VIAVI**
(+1 844 468 4284)

To reach the VIAVI office nearest you, visit viavisolutions.com/contacts.

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Apex and the Observer Platform family of products are ideally suited for satisfying business goals and overcoming challenges across the entire IT enterprise lifecycle - whether deploying new technologies, managing current resources, solving service anomalies, or optimizing IT asset usage.

Here are several examples:

Deploy

Benchmark Technologies – Access long-term historical traffic so that IT teams can determine that overall performance objectives can be met.

Manage

Service Delivery – Track lines of business and applications end-to-end to validate internal service level agreements and app availability.

Solve

Ensuring User Experience – Isolate problem domain, identify root cause, and fix issue.

Optimize

Network Consumption – Easily break out traffic types and usage patterns so that link utilization can be tuned for optimal performance.

“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