

# Baseline, Monitor, Troubleshoot



IT Services running over **your network** the way it really matters,  
from the perspective of **your users**

## Increase User Productivity

Reduce downtime through proactive issue detection and accelerated troubleshooting

## Reduce IT Operations Costs

Reduce user created incidents, resolution times and monitoring tools setup and management

## Gain Cloud Confidence

Assess Cloud services before purchasing them, gain visibility in their end-to-end Operation and delivery

**ROI**



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## Concept:

1. Use small agents to simulate users inside your organization or across the world
2. Agents test a target service over HTTP, traceroute, etc
3. Collect data to baseline service, monitor, troubleshoot and analyze it
4. Get notified when a service has issues





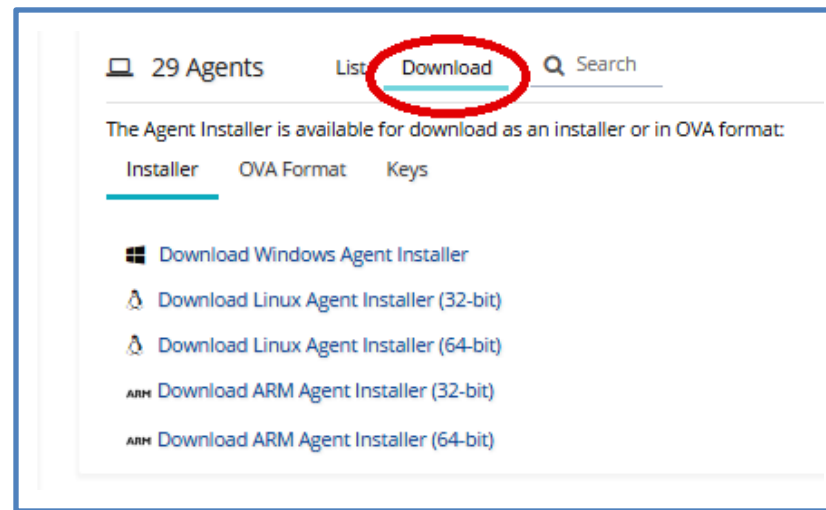
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## Getting started:

1. Choose agents you want simulating your users



Global agents available  
Private agents *go to Agents -> Download*

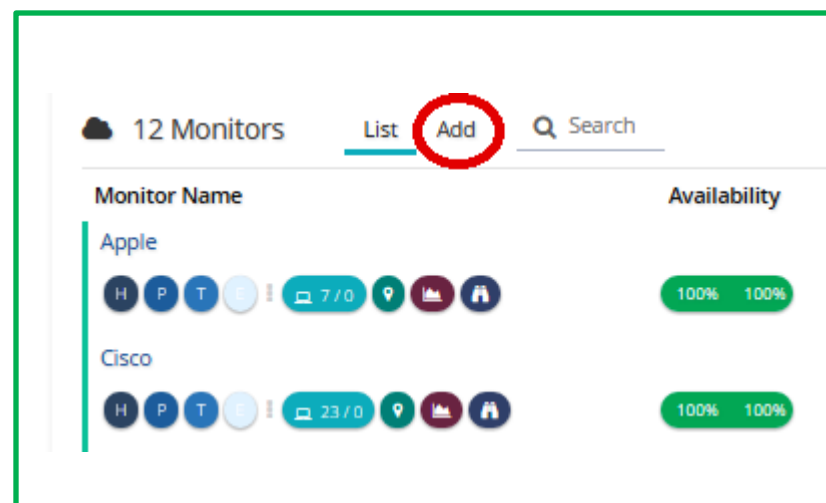


**Global Agents**  
Maintained by Nephos6  
Deployed all over the World




**Private Agents**  
Download OVA, Container  
Install it, agent self registers  
Manage from UI

2. Define the services you want monitored



*Go to Services*  
Provision a new service -> *Add*  
Edit existing ones -> *Click Service Name*

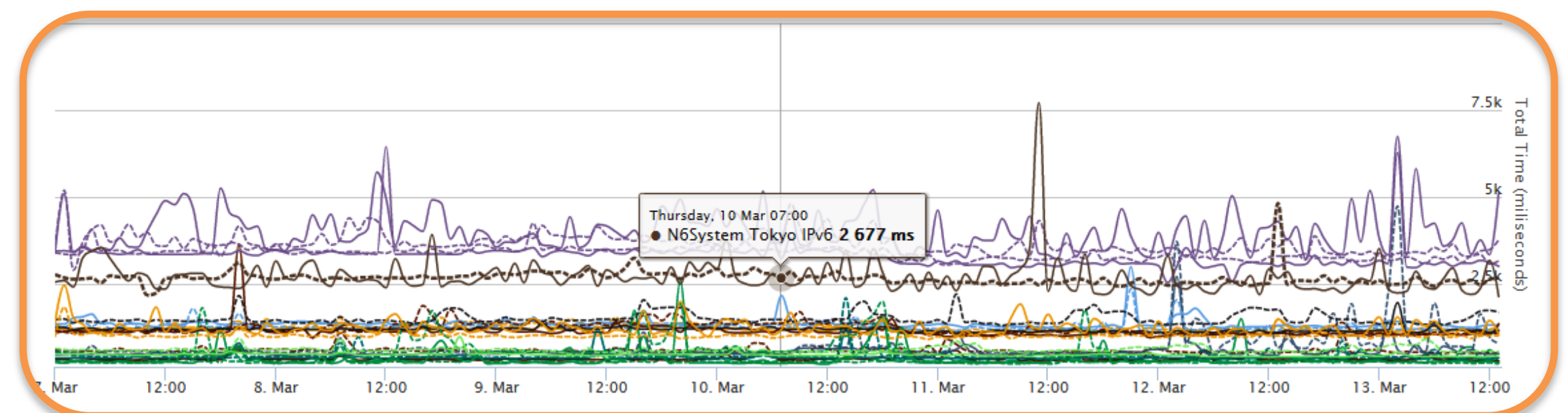


**Internal or External Services**  
Over both IPv4 and IPv6  
Network, DNS, HTTP, email, complex workflows on demand  
Define alerts for service status against reference information

3. Analyze the data collected, execute live tests



*Go to Data -> Time Series*  
*Go to Data -> On Demand*



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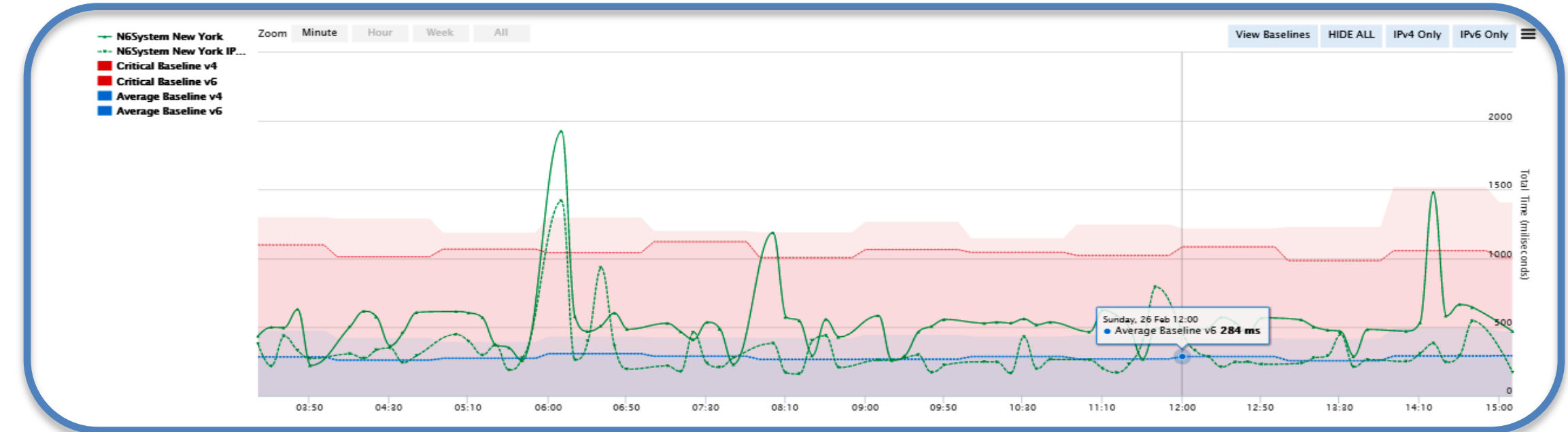
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## More features:

### 1. Automation: Baseline, Monitoring, Solving

#### Evaluate your service

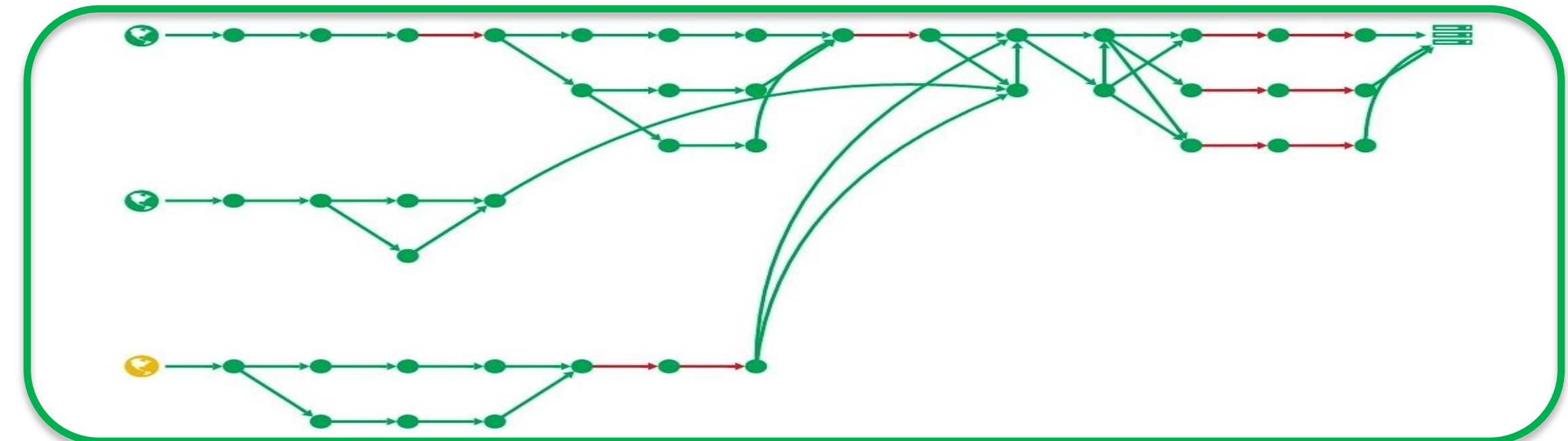
Automatically generate a baseline to understand daily patterns  
Automatically identify issues and notify users  
Automatically identify the likely cause of the issues identified



### 2. Topology visualization

#### Understand your service delivery path

Determine service path over IPv4 and IPv6  
Baseline the service path to use it as reference for alerts  
Leverage the v6Sonar expert system for rapid fault domain isolation



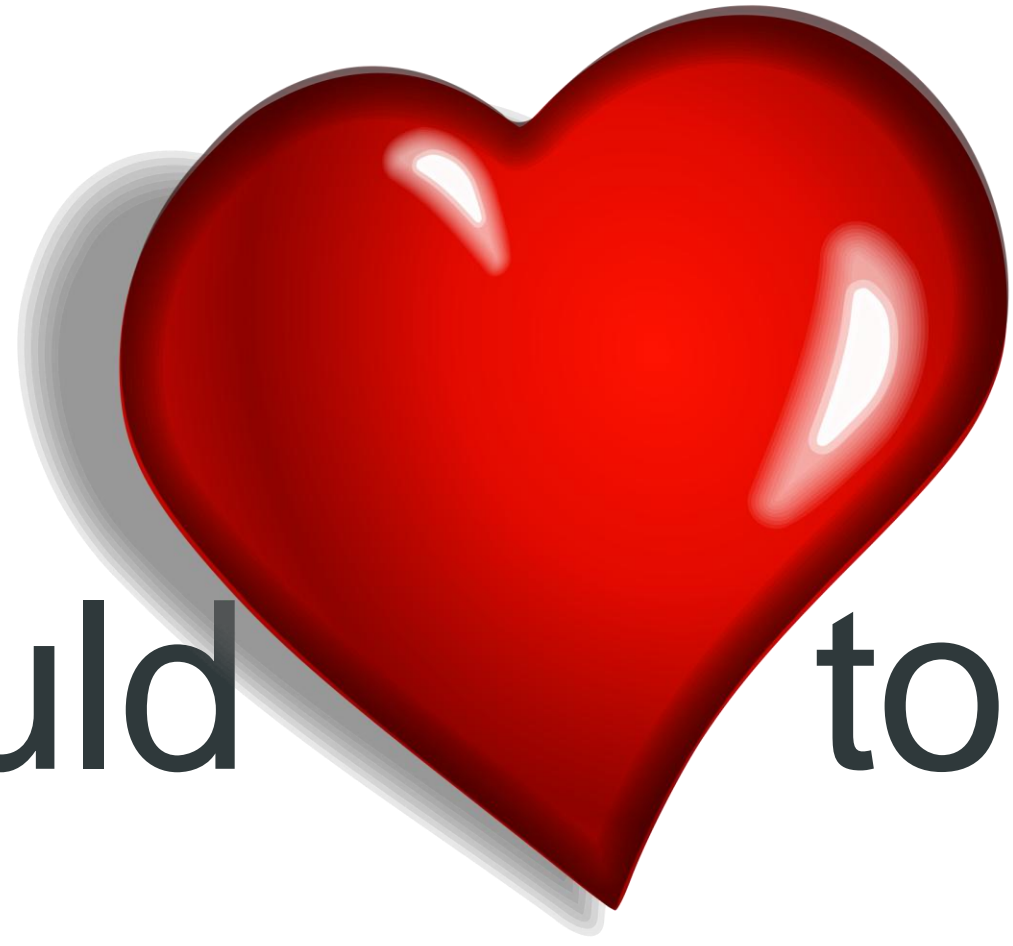
### 3. IPv6 Effectiveness

#### Evaluate the IPv6 quality of your service

Determine the quality of IPv6 enablement of a service  
User experience information, alerts, analytics  
Go to Services -> provision a new service or edit existing ones

	Score	IPv6 Performance	IPv4 Performance
Global IPv6 Effectiveness	87.58%		
North America	83.79%	464ms	459ms
Europe	94.46%	179ms	532ms
Asia	88.80%	503ms	601ms
Oceania	76.01%	474ms	805ms





We would to get your feedback/suggestions!

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