

> Service Level Verification (SLV) from Uplogix provides IT staff with the visibility and control they need to accurately measure and manage application and network service levels at the edge of their network.



KEY FEATURES:

- Measures business-critical application and network service levels at remote locations from an end-user's perspective
- Reports real-time service-level events as well as trends over time
- Correlates service-level data with infrastructure performance data to better diagnose problems that Envoy can automatically resolve

ENTERPRISE EDGE MANAGEMENT

One of the biggest challenges in enterprise edge management today is ensuring the same high levels of IT service for your remote workforce as the workers at headquarters. The problem is that centralized IT staff does not have enough visibility and control at the edge to measure network and application performance from the remote user's perspective. The result is that when remote users suffer inconsistent IT service, their experience cannot be measured or improved.

Service Level Verification From Uplogix

The new Service Level Verification (SLV) management module from Uplogix is designed to meet this challenge by monitoring and measuring the performance of critical network services and applications from the end-user's perspective.

Using synthetic transactions, the SLV module regularly collects network and application-specific performance data from each Envoy Network Resource Manager (NRM) appliance. The data is uploaded to the Network Resource Management Server – Uplogix' web-based management portal – where it is available for operators to view and analyze. A baseline and acceptable thresholds for the services being monitored can be set and compared, and administrators can be notified immediately of service-level events that violate thresholds. Service-level data is also stored and archived for up to one year for trend analysis, and can be easily exported for custom reporting or integration into other management systems.

Service Level Management Through Intelligent Automation

A unique capability of the SLV module is that service-level data can be correlated with infrastructure performance data to help Envoy appliances triangulate and pinpoint the root cause of a service-related problem.

For example, a drop in web page load times combined with increased interface Frame, CRC or runtime errors might trigger an interface cycle to force re-negotiation of a duplex setting.

Based on this kind of correlated information, Envoys are better able to diagnose the problem and execute effective recovery actions at the point of failure.

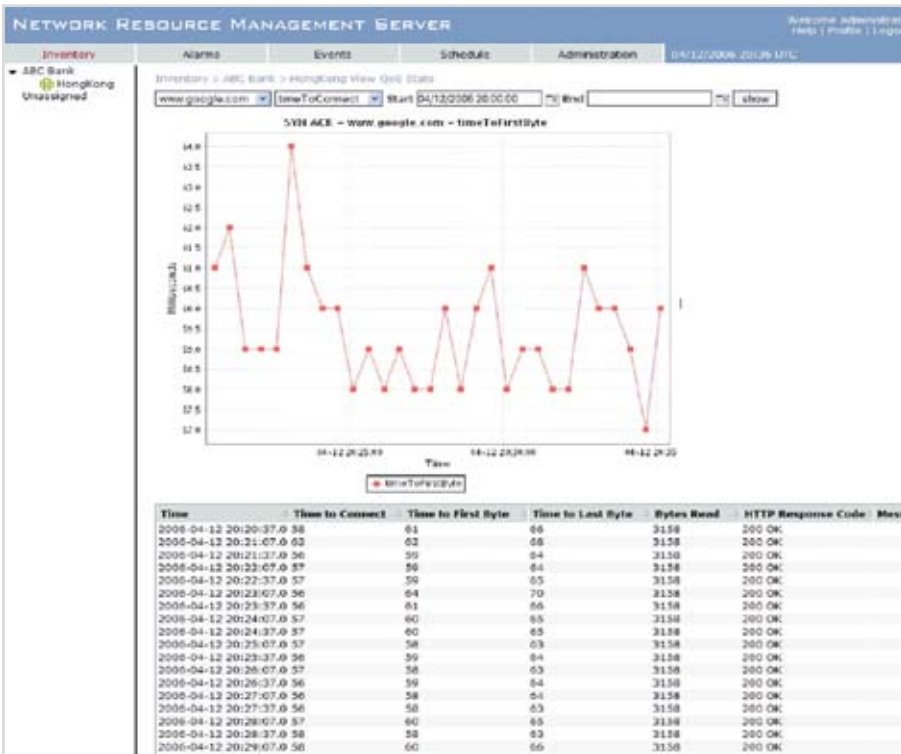
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Supported Applications:

- **Web-based Transactions:** Synthetic HTTP-based transactions are executed locally at each location where Envoy and SLV are deployed. DNS lookup, connection setup time, time to first byte and time to last byte are measured.
- **TCP/IP Communications:** Often called a TCP “handshake”, the round-trip connection establishment process more accurately measures the network portion of the communication by isolating much of the delay associated with the server itself, such as load and content rendering.
- **Internet Protocol Telephony (IPT):** For IPT environments, the SLV module captures 40 specific QoS metrics that reflect the health of the telephony system. Uplogix uses standard Harvard sentences to gauge IPT performance and monitors important metrics such as jitter, latency, packet loss, MOS scores, and R values. By performing continuous active testing to measure QoS performance indicators, Uplogix enables enterprises to more quickly diagnose IPT issues and resolve them, before they impact business operations.



The Service Level Verification (SLV) management module from Uplogix meets the challenge of ensuring the same high levels of IT service for your remote workforce as for your workers at headquarters.



Service Level Verification Reporting — Reports on the performance of network services and applications from an end-user's perspective

ABOUT UPLOGIX // Uplogix provides enterprise edge management solutions for organizations seeking to reduce the cost and complexity of managing their networks. Uplogix' solutions dramatically increase network uptime, lower network support costs and improve network management security. Uplogix is privately held and headquartered in Austin, Texas. For more information please visit www.uplogix.com.

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