SEVONE® END USER EXPERIENCE
INSIGHTS FROM THE USER PERSPECTIVE.

Software, applications and services running on the network infrastructure are the lifeblood of every carrier and large enterprise. And, the ability to detect and rapidly resolve problems with these applications and services can mean the difference of millions of users, dollars in revenue, or hours in productivity. As a result, being able to understand how well end users are experiencing a service or application has become a business critical requirement—whether it’s hosted on premises, across a WAN infrastructure, in a hybrid cloud or delivered by a provider.

SevOne End User Experience, a resell of AppNeta Performance Manager, actively tests entire network paths by using synthetic traffic, collecting in-depth end-user experience data across enterprise, cloud and communication service provider infrastructures. Now you can easily measure actual application and service performance and directly correlate it to the network and digital infrastructure that’s responsible for delivering it. Whether you’re looking to measure over Wi-Fi access points to local or remote servers, over the mobile infrastructure, over VPN to remote offices, or over the Internet to Web applications and into Cloud services, SevOne End User Experience allows you to gather and integrate user experience with other metric, flow and log data as part of your SevOne deployment.

ALL THE DATA.
Collect and correlate end-user experience metrics.

AT YOUR FINGERTIPS.
Gain visibility across premises, hybrid, IaaS, PaaS, and SaaS cloud infrastructures.

FOR SERVICE DELIVERY INSIGHT.
Correlate end-user experience data with performance metric, flow and log data.
FEATURES AND BENEFITS

**Monitor Any Network Without Impacting Production Applications**
Get insight into any network, even cloud providers', by sending and receiving precisely timed network traffic, so you can assess performance in real time. Always-on monitoring gives one-minute granularity on latency, data loss and jitter, stored for up to a year, while providing insight into actual versus provisioned capacity.

**Correlate Application and Network Performance**
With application-based SLAs, SevOne End User Experience automatically knows when network performance blips are just blips, and when they’re affecting your end users. A continuous stream of performance insight is compared against your application specific SLAs, so you know exactly when and how network performance impacts application performance.

**Find and Fix Problems Fast on Any Digital Infrastructure**
Troubleshooting application response issues often require network, system and infrastructure teams to work together. With SevOne End User Experience, multiple teams can actively test, troubleshoot and pinpoint issues across the entire path applications take, including user, network, server, databases and more. With an optional software license, you can enable up to 10Gbps deep packet inspection for further details on application traffic. With SevOne End User Experience, you can gain valuable insight, and drive cross-team collaboration that can reduce mean time to resolution opposed to time to innocence.

**Measure Critical SaaS solutions: Salesforce, Office 365, Google Apps and More**
Measure performance, functionality and availability directly from the end user's perspective, using a real web browser. Get started in minutes with our Quick Start Workflows for Salesforce, Office 365, Google Apps and more. Quick Start Workflows are especially helpful because they enable you to monitor apps from the end user, through the network, to the app provider.

**Support Custom Applications**
Create custom workflows and string together up to 20 commands, execute them back to back, measure the result, and get performance alerts. You can also replay workflows from a consistent environment to highlight any change in application performance.

**Every Detail, Every Important Transaction**
Get every detail of important transactions in your web app, and break down the source of all latency by browser, application or network. The appliance also enables you to pinpoint when problems started, with full waterfall charts for every transaction in the last 30 days. Finally, you can and identify larger trends with up to a year of historical data.

**Deploy Anywhere Users Are, Inside and Outside the Firewall**
The best place to measure end user experience of web applications is from your end users' locations. Using the appliance you can combine usage from multiple monitors to identify trends across different locations and isolate all kinds of problems—from global slowness to congestion at a single office.

**Leverage Your TWAMP-enabled Infrastructure**
Measure the round trip performance from any two points in your TWAMP-enabled IP infrastructure with built in support for the Two Way Active Measurement Protocol (TWAMP).
IMPLEMENTING SEVONE END USER EXPERIENCE

Modern infrastructures are virtualized, flexible and complex. We offer options that make sense so you can tailor your monitoring deployment accordingly. When you’re implementing SevOne End User Experience, you’ll get two components: a Monitoring Point and an Analysis Server.

Monitoring Points live at key network points (either via a network span or connected inline) and function as data collectors, sending data to an Analysis Server. Monitoring points are placed at the network egress point for usage analysis and as a standard user in any switch port and on Wi-Fi. The Analysis Server is the data aggregator and analytics engine, and supports multiple Monitoring Points. Those Monitoring Points can be right-sized to your deployment needs.

**Step 1 – Choose Monitoring Points:** Choose the endpoints where you want to monitor network performance, using either physical or virtual devices.

### Virtual Monitoring Point

Already have virtualized infrastructure? Simply provision a new instance to run virtual instrumentation and add it to your usual infrastructure management. Virtual Monitoring Points allow for faster rollouts and simpler updates. Clone virtual appliances to scale to deployments of any size.

**v35 virtualAppliance**

The v35 virtualAppliance is a virtual appliance running from globally distributed cloud datacenters that is capable of measuring your network, web application and unified communication formats. The v35 virtualAppliance is available for both KVM format (Linux) and OVA format (VMware).

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**Application Delivery Performance Analysis**

VoIP Video Conferencing

**Analysis Type**

NetFlow Generation with Deep Packet Inspection

**Dimensions**

N/A

**Power Requirements**

N/A
Remote Office - m35 microAppliance

The m35 microAppliances are small, portable devices that can be placed at remote business locations, requiring only power and an Ethernet connection. The microAppliances offer full remote management, low power consumption, and unmatched visibility into remote network performance without the need for network reconfiguration. The m35 microAppliances:

- Are designed for remote deployment to conduct pre- and post-deployment assessments and continuous performance monitoring of critical network services
- Allow for measuring of end-to-end network performance from their remote locations to any target with an IP address worldwide, providing network engineers with critical insight into performance characteristics such as jitter, latency, and available bandwidth
- Provide performance visibility at each hop across unmanaged WANs to pinpoint hard-to-see network and application problems

## Remote Monitoring

### Application Monitoring
- Includes: 5 Applications
- Includes unlimited monitoring for any application with less than three (3) Layer 3 hops

### Network Connectivity
- Qty (6) 1Gbps RJ-45 Port
- 802.1Q VLAN & VIP support
- 802.11 AC WiFi

### Connectivity
- Wired or Wireless

### WiFi Monitoring
- 802.11AC

### Application Usage Analysis Rate
- 1000Mbps/1800Mbps
- Full Duplex
- 2,500 FPS

### Usage Rate Analysis Deployment Options
- In-line via Auto-Bypass ports with Fail-to-wire or via standard mirror or span ports

### Concurrent Web Application Monitoring
- up to 40 Web Applications

### Voice Call Load Generation
- 100 concurrent calls
Large Office r45 rackAppliance & Data Center r400 rackAppliance

For large-scale deployments, the r45 and r400 rackAppliances enable network engineers to expand network performance management capabilities to much larger organizations and networks of end users. The rackAppliances feature:

- Higher path capacity, the ability to monitor multiple physical and virtual networks concurrently and increased value for large enterprises with datacenter operations
- Easy install to an existing datacenter rack and priced and scaled to meet the needs of a datacenter environment
- Real-time monitoring of separate physical and virtual networks between business divisions and specific business services
- Network usage analysis and packet capture on multiple interfaces concurrently

r45 rackAppliance

Application Monitoring
Includes: 45 Applications
Includes unlimited monitoring for any application with less than three (3) Layer 3 hops

Network Connectivity
Qty (2) 10Gbps SFP+
Qty (6) 1Gbps RJ-45 Port 802.1Q VLAN & VIP support

Connectivity
Wired

WiFi Monitoring
N/A

Application Usage Analysis Rate
Dual Interface:
1000Mbps/1800Mbps
Full Duplex
5,000 FPS

Usage Rate Analysis Deployment Options
In-line via Auto-Bypass ports with Fail-to-wire or via standard mirror or span ports

Concurrent Web Application Monitoring
up to 50 Web Applications

Voice Call Load Generation
200 concurrent calls

r400 rackAppliance

Application Monitoring
Includes: 40 Applications
Includes unlimited monitoring for any application with less than three (3) Layer 3 hops

Network Connectivity
Qty (2) 10Gbps SFP+
Qty (6) 1Gbps RJ-45 Port 802.1Q VLAN & VIP support

Connectivity
Wired

WiFi Monitoring
N/A

Application Usage Analysis Rate
Dual Interface:
1000Mbps/1Gbps
Full Duplex
30,000 FPS

Usage Rate Analysis Deployment Options
Standard mirror or span ports (1Gbps and 1Gbps)
In-line via Auto-Bypass ports with Fail-to-wire (1Gbps)

Concurrent Web Application Monitoring
up to 50 Web Applications

Voice Call Load Generation
200 concurrent calls
DEPLOYMENT SCENARIOS

Choose how you’d like to deploy SevOne End User Experience in your environment with flexible technology designed to work in your particular infrastructure.

**SaaS - Monitor business critical SaaS applications from any of your company’s locations**

SevOne End User Experience allow you to discover all the applications that are in use on your network and actively test these applications over your application delivery path. Whether you are testing for availability or performance, SevOne End User Experience will help you monitor and diagnose network performance issues to and into the SaaS provider’s environment.

**Hybrid Cloud - Monitor the critical connections between your remote offices, data centers or cloud deployments**

SevOne End User Experience monitors to and between physical data centers, private cloud and public cloud deployments. Native software packages are available for installation on existing VMs within cloud providers as well. Robust API support allows for automation to create and manage the monitored paths for highly dynamic environments. This method is an example of deployment and is not mutually exclusive to other scenarios listed.
Cloud – Monitor business critical applications in public, private or hybrid cloud infrastructure

SevOne End User Experience allows you to monitor to and between public cloud deployments with support for AWS, Google Cloud and Microsoft Azure. Native software packages are available for installation on existing VMs within cloud providers as well. Robust API support allows for automation to create and manage the monitored paths for highly dynamic environments.