

# SEVONE DATA APPLIANCE FOR EUE 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 Data Appliance for EUE, 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 Data Appliance allows you to gather and integrate user experience with other metric, flow and log data as part of your SevOne deployment.

*Actively test, troubleshoot and pinpoint issues across the entire path applications take, including user, network, server databases and more*



## 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 DATA APPLIANCE FOR EUE

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 Data Appliance for EUE, 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 v35virtualAppliance is available for both KVM format (Linux) and OVA format (VMware).

v35 virtualAppliance

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#### Application Monitoring

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

#### Network Connectivity

Qty (1) virtual network interface

#### Connectivity

Wired

#### WiFi Monitoring

N/A

#### Application Usage Analysis Rate

500 Mbps/1000 Mbps  
Full Duplex  
500 FPS

#### Usage Rate Analysis Deployment Options

via span ports

#### Concurrent Web Application Monitoring

up to 25 Web Applications

#### Voice Call Load Generation

N/A

#### Application Delivery Performance Analysis

VoIP Video Conferencing

#### Analysis Type

NetFlow Generation with Deep Packet Inspection

#### Dimensions

N/A

#### Power Requirements

N/A

## Physical Monitoring Point

Physical Monitoring Points are fast, reliable and easy to deploy, making them the ideal choice for all deployments where virtual infrastructure is not readily available. The hardware is purpose-built to run all forms of application performance monitoring, easily scaling to dozens or hundreds of internal and externally hosted applications. All hardware is fully warranted for the life of your subscription. Solutions scale from 10Gbps data centers to remote offices that may not have managed network devices. Fail-to-wire resiliency enables comprehensive monitoring without being a single point of failure.

### REMOTE OFFICE

For locations with single internet connections and where WiFi monitoring is critical



### LARGE OFFICE

For locations with redundant internet connections up to 1Gbps



### DATA CENTER

For locations with redundant internet connections and networks up to 10Gbps



#### Remote Office – m70

For remote office deployments, the m70 monitoring point enables network engineers to expand network performance management capabilities to much larger organizations and networks of end users. The m70 includes two bypass pairs to enable 3rd party SD-WAN validation from a single monitoring point. This also includes the ability to monitor up to 4 wireless networks at one time.

m70



#### Experience Monitoring

Includes: 15 Applications

#### Delivery Monitoring

WAN paths: 200  
LAN paths: 300  
Voice: 100 concurrent  
G.726 calls  
Voice: 200 concurrent calls

#### Usage Monitoring

10,000 flow/s across  
1 or 2 ports  
Inline or mirror modes

#### Network Interfaces

(6) Total RJ45 Ethernet ports  
1Gbps (1000BASE-T)  
(2) ports for Delivery/  
Experience monitoring  
(2) port pairs for Usage  
monitoring  
Usage ports support mirror or  
inline mode with fail-to-wire

#### Wireless Interfaces

(4) 802.11 ac wifi with quad  
antennae  
(4) ports for Delivery/  
Experience monitoring

#### Power

60W, 100 – 240VAC  
external adapter with locking  
connector included

#### Dimensions

8.66" x 1.73" (1 RU) x 4.13"  
220mm x 44mm x 105mm  
Designed for desktop

#### Weight

2.9 lb (1.3 kg)

#### Operating temperature

32° – 104° F (0° – 40° C)

## Large Office – r90

For large office deployments, the r90 monitoring point enables network engineers to expand network performance management capabilities to much larger organizations and networks of end users. The r90 starts with 1 Gbps connections, but is capable of up to 10 Gbps. Even if you don't have 10 Gbps connections today you can scale your investment in the r90 without having to change hardware in the future.

r90



### Experience Monitoring

Includes: 60 Applications

### Delivery Monitoring

WAN paths: 250

LAN paths: 600

Voice: 100 concurrent  
G.726 calls

Voice: 200 concurrent calls

### Usage Monitoring

50,000 flows/s across 1 or 2  
ports inline or mirror modes

### Network Interfaces

(5) Total RJ45 Ethernet ports  
1 Gbps (1000BASE-T)

(1) ports for Delivery/  
Experience monitoring

(2) port pairs for Usage  
monitoring Usage ports  
support mirror or inline  
mode with fail-to-wire

(2) Total SFP+ Ethernet ports  
for 10Gbps connections.

Supports a wide range  
of 10GBASE PHYs with  
appropriate SFP+ module  
(not included)

(1) port for Delivery/  
Experience monitoring

(1) port for Usage or Delivery/  
Experience monitoring

### Power

100W, 100 – 240VAC,  
50 – 60Hz, 1 – 0.4A

### Dimensions

16.93" x 1.73" (1 RU) x 12.01"  
430mm x 44mm x 305mm  
Rackmount 1U (kit included)

### Weight

8.4 lb (3.8 kg)

### Operating Environments

32° – 104° F (0° – 40° C)

## Data Center – r1000

For large-scale deployments, the r1000 monitoring point enables network engineers to expand network performance management capabilities and gain deep insight into high speed data center networks. The r1000 starts with 10 Gbps connections, but is scalable up to 100 Gbps. Even if you don't have 40 or 100 Gbps connections today you can scale your investment in the r1000 without having to change hardware in the future.

r1000



### Experience Monitoring

Includes: 200 Applications

### Delivery Monitoring

WAN paths: 250+

LAN paths: 600+

Voice: 100 concurrent  
G.726 calls

Voice: 200 concurrent calls

### Usage Monitoring

50,000 flows/s at 10Gbps  
Mirror mode only

### Network Interfaces

(2) Total RJ45 Ethernet ports  
10 Gbps (10GBASE-T)

(1) port for Delivery/  
Experience monitoring

(1) port configurable for  
Usage or Delivery/Experience  
monitoring

(2) Total QSFP28 Ethernet  
100G ports

(1) port for Delivery/Experience  
monitoring

(1) port configurable for  
Usage or Delivery/Experience  
monitoring

A range of 10GBASE PHYs are  
included with QSFP28-SFP+  
adapter and appropriate SFP+  
modules (not included)

### Power

Hot-swap dual 500W supplies  
100 – 240VAC, 50 – 60Hz,  
6.1 – 2.6A

### Dimensions

16.83" x 1.73" (1 RU) x 10.04"  
427mm x 44mm x 255mm  
Rackmount 1U (kit included)

### Weight

24 lbs (10.89 kg)

### Operating Environments

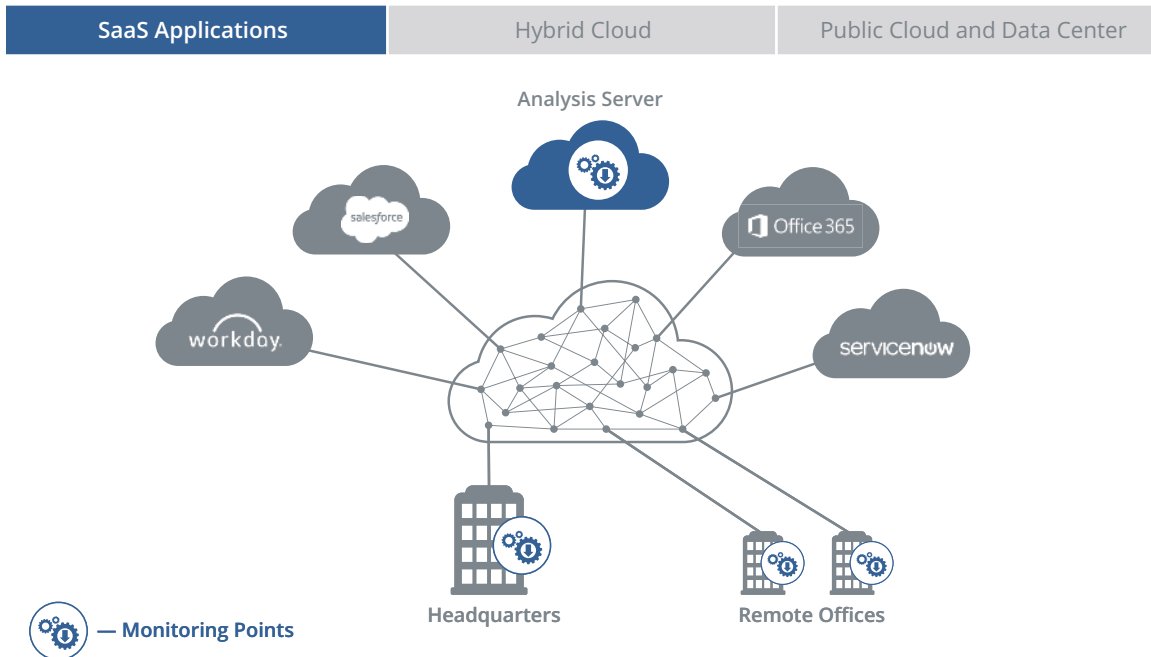
50° – 95° F (10° – 35° C)

## 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.

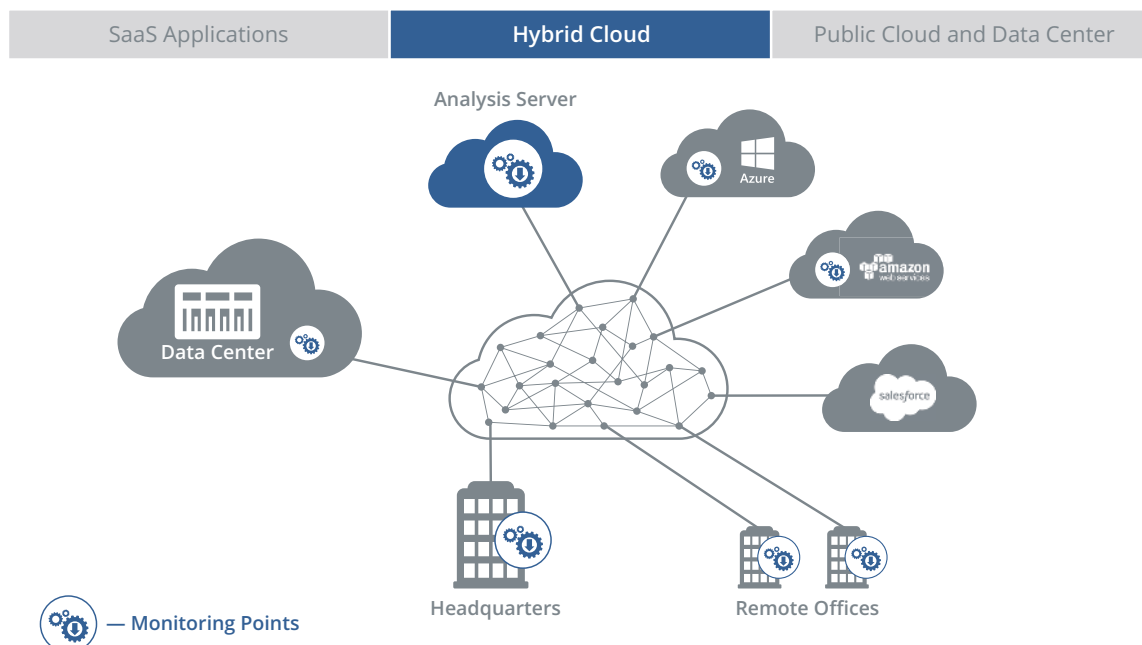
### SaaS - Monitor business critical SaaS applications from any of your company's locations

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.



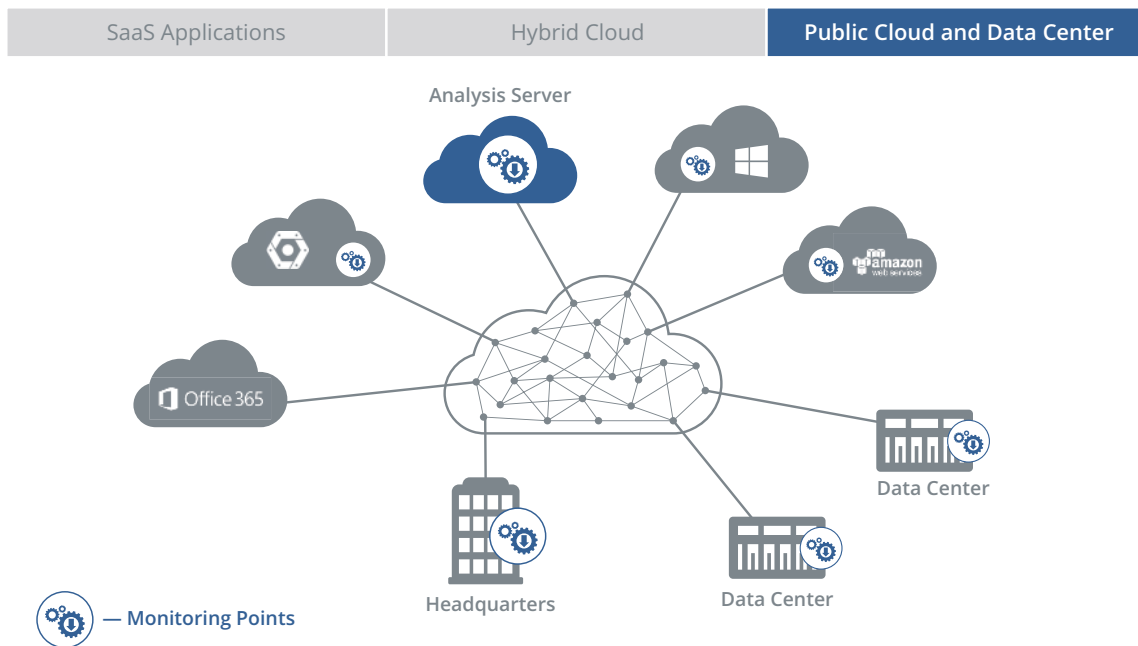
### Hybrid Cloud - Monitor the critical connections between your remote offices, data centers or cloud deployments

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.



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