

SERVICE OVERVIEW

Applications Performance Management

Achieve greater optimization of your network using correlated application and network performance analysis.

Benefits

- Achieve greater optimization of your Wide Area Network (WAN)
- Gain end-to-end visibility into network, applications, and VoIP performance across your entire network through NetFlow technology and/or APM probes
- Provide comprehensive device health by monitoring device CPU and memory utilization
- Experience comprehensive performance monitoring capabilities that are integrated with the XO managed WAN service
- Decrease operational costs
- Correlate application and call quality performance with the health and performance of your overall network
- Gain live analysis of service level metrics such as packet delay, delivery ratio, MOS scores, jitter and availability
- Be able to view application flows, servers and users at each site across your network
- Automatically discover every VoIP call, IP PBX and individual phone at every site
- View comprehensive, visual representations of network activity and trends across days, weeks, months and up to one year
- Gain the insights you need to help your organization plan future capacity, introduce new business applications and improve productivity

Are you truly in control of the network and the applications you use every day across your entire enterprise? Can you take full advantage of Wide Area Network investments at every location? Are you warned immediately of abnormal traffic or usage patterns so you can quickly restore operations if there is an outage or security threat?

With Applications Performance Management, you gain the real-time and historical insights to meet these challenges head on. This powerful suite of tools provides you with end-to-end visibility into network, applications, and Voice over IP (VoIP) performance across your entire MPLS IP-VPN, XO® IP Flex with VPN, Dedicated Internet Access (DIA) or Enterprise SIP Wide Area Network service.

When you view comprehensive, visual representations of network activity and trends, you are better informed to make smarter decisions to help you achieve an optimized Wide Area Network. It's all available for you from one provider, on one invoice. Access the information anytime, anywhere—from a centralized and secure web interface. Best of all, you benefit from shared view and collaboration with internal XO operations, care and repair teams—so that you have the same visibility that XO does into this information.

When you choose Applications Performance Management, you select from one of three levels of service. The level you select will depend on your organization size, level of interest, your XO service, administrator preferences and how you plan to use the information for your organization. Applications Performance Management offers a comprehensive suite of different views shared by multiple users to help your organization create trending reports, troubleshoot performance issues, plan future capacity and more.

NetVisor (for XO DIA customers)

Network and Applications Performance based on NetFlow technology

NetVisor gives you an overall snapshot of what is happening in the network, including any changes to your network through NetFlow. It also measures performance against applications running in your network.

Give us a call today [877-617-2111](tel:877-617-2111) or visit xo.com

© 2015 XO Communications, LLC. All rights reserved.



Highlights of NetVisor include:

- Near real-time display of network and application performances
- Network Interface usage analysis and availability
- Flow-based traffic forensics
- Device CPU and memory utilization
- Real-time troubleshooting with proactive network alarms

Other highlights include:

- Site Status: presents overall alarm status of your network on a world map
- Site Detail: adds application data, and provides you with a one-page view of network usage and performance for a single site
- Traffic Analysis: shows site-view details of your network traffic
- Site Capacity Overview: shows a breakdown of the site utilization in both directions
- Devices: shows device CPU, memory utilization and interface detail
- Interface Details: show detailed performance per device interface

APM Standard (for XO MPLS IP-VPN customers)

APM Standard is ideal if you want to monitor network and application performance between sites, and classify traffic by Class of Service (CoS). See precisely what applications are running over your network and the extent of their use, and help monitor and troubleshoot any issues between sites.

Highlights of APM Standard include:

- All NetVisor features plus:
 - End-to-end network Service Level Agreement (SLA) validation reports for each Class of Service (CoS)
 - Service summary for network health monitoring
 - Performance reports on-demand, provided by different views
 - Up to one year's worth of historical data

APM Enhanced (for MPLS IP-VPN customers)

APM Enhanced gives you all of the advantages of the network and application performance management found with APM standard as well as extensive VoIP performance analysis.

APM Enhanced-Network Performance gives you the overall snapshot of what is happening in the network, including any changes to circuits and ports. It also measures delivery against your Class of Service settings in the private IP environment. Special monitoring and troubleshooting features help you isolate any issues between the network and your applications.

APM Enhanced-Performance Analysis lets you see precisely what applications are running over your network and the extent of their use. Included in Applications Performance Analysis is a powerful protocol analyzer with sniffer capabilities. Since the full-function protocol analyzer is inherent in the tool, there is no need to transport a device from location to location to capture live traffic onsite.

In addition, you can decide which data packets you want to analyze. The tool has built-in filtering and export features to decode information and drill down to the Layer 7 IP protocol level. Investigate subtle problems such as protocol violations, incorrect configurations and network timeouts by individual locations and user.

APM Enhanced – VoIP Performance gives you extensive VoIP performance analysis.

Highlights of APM Enhanced include:

- Live network-wide views that show physical access type, port and circuit
- Display of network conditions and applications: all in real time, including the physical IP layer to the application IP layer so you identify the top talkers as well as sources of your traffic
- Live analysis of service level metrics such as packet delay, delivery ratio, jitter and availability
- End-to-end performance analysis of every XO Class of Service, including bandwidth use
- Throughput by the top ten applications, and the top five users or hosts
- Real-time troubleshooting with proactive network alarms—so that you can work with XO to perform real-time, integrated network troubleshooting and direct XO if you want to make changes
- Ability to track the fastest growing sites in your network
- Reports on demand, provided in different views, with up to one year of historical data

Give us a call today at [877-617-2111](tel:877-617-2111) or visit xo.com

- Automatic discovery of applications and servers, along with monitoring of server connect and response times
- Proactive alarms of any changes to your applications including new applications, unauthorized applications and usage threshold alarms
- Automatic display of baseline usage levels for every application across your network
- Correlation of application performance to the health and performance of your overall network
- Real-time historical troubleshooting showing application flows, servers and users at each site in your network
- Automatic discovery of every VoIP call, IP-PBX and individual phone
- Real-time and historical troubleshooting for logical VoIP calls, as well as drill downs into the VoIP streams that comprise the calls
- Correlated call quality against other application performance and network performance
- Performance analytics on every call, including Mean Opinion Score (MOS) scores and jitter measurements
- Detailed VoIP call lists.

Contact XO

Let us show you what we can do for your organization.

Give us a call today at [877-617-2111](tel:877-617-2111) or visit xo.com

XO Communications is a leading nationwide provider of advanced communications, managed network and IT infrastructure services for business, large enterprise and wholesale customers. These customers include more than half of the Fortune 500, in addition to leading cable, mobile wireless and domestic and international telecommunications companies. XO offers a superior customer experience through its innovative data and IP solutions, its employees' focus on customers and the proven performance of its advanced network.

To learn more about XO Communications, visit www.xo.com or blog.xo.com. XO Communications is also on [Twitter](#), [YouTube](#), [Facebook](#) and [LinkedIn](#).

