

Single Pane of Glass for Network and Application Monitoring

Active and Passive: It is possible to have it all-in-one

Increasingly, enterprise IT operations teams and service providers require the complementary technologies of active and passive monitoring. Only by implementing both will IT operations teams be able to gain a full, end-to-end view of what is happening from overall network performance to application transaction-level activity. This is especially important for large, more complex networks migrating to the cloud. IT managers will need to conduct both traffic capture and analysis, as well as, active testing which provides visibility over WAN and cloud environments.

It would be useful to revisit the benefits of each to see why having this combined view is critical to optimize network performance.

Using specialized probes or built-in data capture capabilities, passive monitoring tracks live traffic and reports on network resource usage. For larger enterprises, such as financial companies or companies in the gaming industry, where performance is critical, passive monitoring provides visibility in the public and private cloud for both North-South and East-West. But, the limitation is that capture points are only in a couple of locations and only provides visibility in those points that are captured.

Enterprises need to understand how their network and applications are behaving end-to-end. So, simply capturing in particular points in the infrastructure is insufficient. For example, if user experience is slow, it is hard to tell if the issue is related to the network or an application. Then, even if IT is able to determine that it is, in fact, the network that is sluggish (and not an application), the next question is 'where is the network slow?'

For full visibility, IT managers also need active monitoring to understand issues across their entire network. Is the performance degradation taking place in their own network or in the part of the network delivered by a third party? Active monitoring can help understand where the issue resides and how to isolate it, arming IT with the right information to ensure the best quality of experience for their users.

But, what is monitoring without analysis?

This Combined View is Critical

It is no longer about best effort. IT managers need to adapt to more dynamic environments that are constantly changing. Traditionally, the model for service providers and enterprises was to deploy monolithic systems where they install hardware and software, then set-up, configure, test, capture and finally monitor.

As the migration to the cloud continues, customers are re-provisioning and changing their infrastructures, sometimes created and destroyed on the fly. The paradigm shift to a “tear down and build-up again” approach requires solutions that offer granularity and ubiquity.

Enterprises and service providers need to look to partners who can build and deploy lightweight, purpose-built performance monitoring with passive capture and active testing of services that are deployed throughout the network for greater visibility that is instantiated.

Solutions need to be able to correlate highly granular active and passive monitoring data from other vendors and sources.

Dovetail the Views Into a Single Pane of Glass: the Accedian Advantages

Accedian’s SkyLIGHT DataHUB IQ gives IT operations teams the intersection of both active and passive monitoring. Even more advantageous, the platform gives IT operations teams a single, unified view of how their network is behaving and how subscribers are experiencing the network. This enables the prioritization of the most severe customer impacting issues for immediate resolution.

No More Swivel Chair

Swiveling or moving between two or more solutions for application and performance management has clear downsides. It is not only the costs associated with purchasing and maintaining multiple solutions, but the time and resources spent. Worse, IT operations teams may still not get the visibility that they need. To solve this issue, Accedian has combined active and passive monitoring together in a single analysis tool. Rather than swiveling between different tools to see network issues and application issues, Accedian delivers a single pane of glass. What does that mean? Efficiency, effectiveness, flexibility and scalability: IT operations teams have the ability to see network versus application response time at any particular capture point in a single view and to see if issues come from hosted or private cloud environments. They can determine if the issue is application-related or network-related and more importantly, drill-down to where is that issue is occurring. They can see whether or not there is an issue with their own connectivity to the private cloud or if it is their remote sites or if it is a WAN link to the remote site. The visibility seems endless. And finally, they can see all of this in a single view on a single platform. Think of the possibilities.

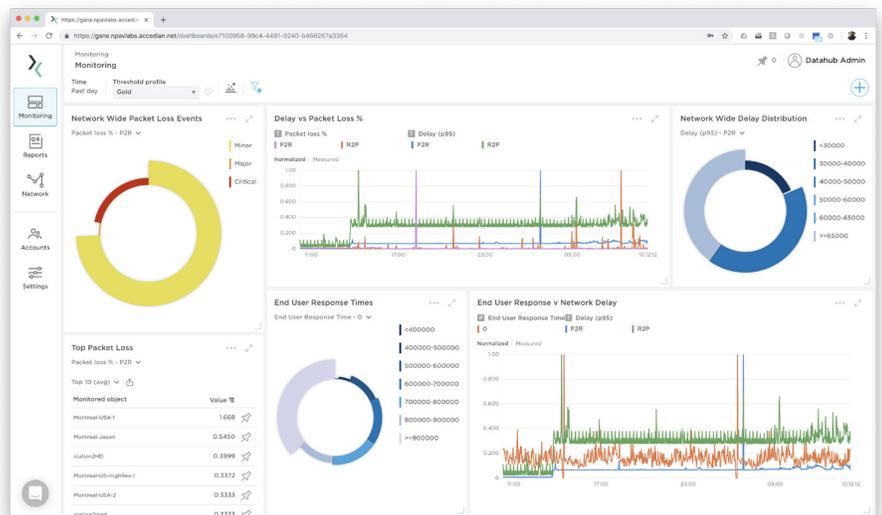
Total Cost of Ownership

Accedian's SkyLIGHT DataHUB IQ solution fits with cost-sensitive environments. Solutions today are costly and rigid, requiring expensive hardware or appliance-based solutions that are not even designed for cloud environments. Accedian's solution is purpose-built for hybrid, cloud environments and is an entirely software offering for a compelling total cost of ownership. CAPEX savings are measurable since the solution does not require the deployment of additional expensive hardware in the network infrastructure. Moreover, OPEX savings are measurable. Accedian provides end-to-end visibility with the granularity to detect the issues and also determine where they are, and we can do this in a single pane of glass for better analysis and faster MTTR. This makes for operations savings due to faster time to resolution of issues and lower operational costs to run and maintain SkyLIGHT DataHUB IQ.

Performance Overview

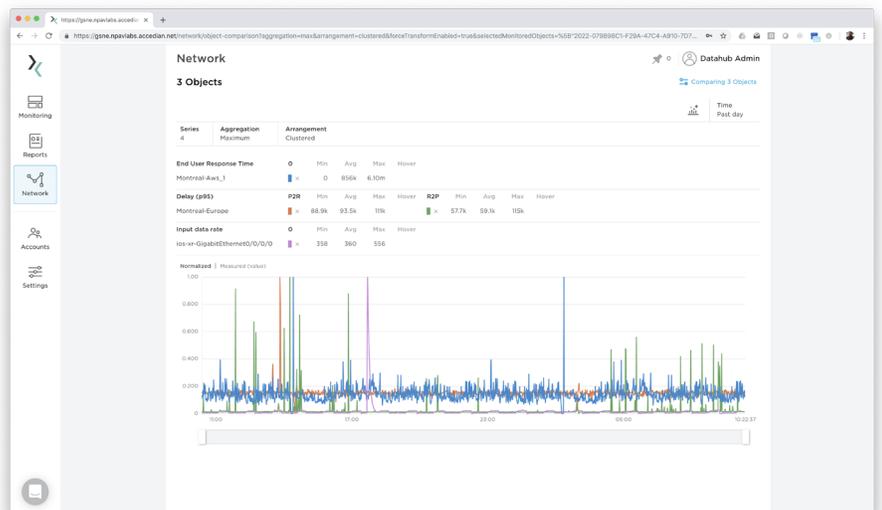
What does SkyLIGHT DataHUB IQ do to combine active and passive monitoring?

- Delivers dashboards as a single pane of glass that summarize all types of performance data
- Combines active and passive data to get an overview of network and application performance
- Leverages machine learning and AI for best in class visibility and advanced insight
- Offers baselining of performance and network patterns to detect anomalies



Analysis and Action Enabled by the Single View

- Drill down to see the impact of network issues
- Correlate Accedian active and passive performance data
- Correlates third party performance data
- Leverage machine learning algorithms to detect patterns and anomalies



Summary

With the move to hybrid and cloud environments, there is an imminent need for new analytics-based monitoring software that can provide full stack views into service availability and network performance – in real time but also in context.

In a cost effective and scalable solution, Accedian's SkyLIGHT solution delivers all of that in a single pane of glass. It is delivered on a single platform that provide a single summary of data to respond to today's approaches to application and network performance management which must encompass both dynamic virtualized environments and physical network conditions.

About Accedian

Accedian delivers exceptional end-to-end network and application performance visibility, for control over the best possible user experience.

Full visibility across network services and application chains—spanning virtualized, cloud, software-defined, and physical infrastructure—empowers service providers and enterprises to embrace transformation, make most efficient use of digital assets to realize business goals, and strengthen their competitive position.

Accedian is an established expert at instrumenting networks of every size, with SkyLIGHT™ platform solutions that scale to monitor enterprise and service provider networks.

Since 2005, Accedian has partnered with its customers to deliver solutions across the globe, helping them and their users Experience Performance.

Learn more at [Accedian.com](https://www.acedian.com)

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