

Uplogix provides the industry's first local management solution, putting the power of your most trusted IT administrator everywhere, all the time.



CONTACT US

sales@uplogix.com
www.uplogix.com
877.857.7077

Locally correlate service-level data with infrastructure performance data to triangulate, pinpoint and correct service-related problems

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 Uplogix Local Managers can automatically resolve

One of the biggest challenges in remote network 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 remote sites 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 Service Level Verification (SLV) functionality in the Uplogix Local Management Platform 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, Uplogix regularly collects network and application-specific performance data from each Uplogix Local Manager that is deployed with – and connected to – network infrastructure. The data is uploaded to the Uplogix Control Center 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.

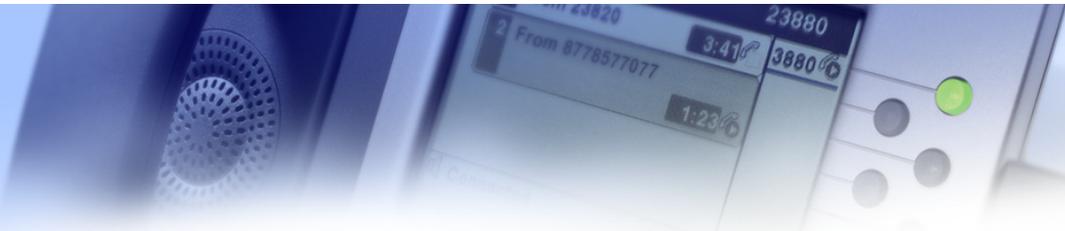
Service Level Management Through Intelligent Automation

A unique feature of the SLV capabilities is that service-level data can be correlated with infrastructure performance data to help Uplogix Local Managers 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, Uplogix Local Managers are better able to diagnose the problem and execute effective recovery actions at the point of failure.

Service Level Verification 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.



Voice Over Internet Protocol (VoIP) Telephony

For Internet Protocol Telephony (IPT) environments, the Uplogix Local Management Platform captures 40 specific QoS metrics that reflect the health of the IP-based telephony system. Uplogix uses standard Harvard sentences and “tone” tests 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 issues and resolve them, before they impact business operations.

Resolution for common IPT issues

Uplogix’ SLV functionality provides the monitoring and management capabilities required to maintain a high QoS and rapidly and effectively resolve common issues with IPT environments. These include:

- ▶ **Preventing Network Atrophy** | To maintain a high level of performance, networks require constant tuning as applications are added and traffic patterns evolve. Uplogix provides continuous monitoring, diagnosis, and proactive recovery to quickly resolve issues that impact QoS in IPT environments.
- ▶ **Ensuring Excellent End-User Experience** | MOS scores and R values indicate performance, but cannot capture the transient causes of poor call quality experienced by end users. Uplogix overcomes the limitations of other solutions by actually replicating the end-user experience through the use of synthetic transactions. By capturing QoS metrics on these transactions, the Uplogix solution can immediately alert administrators when call quality falls below an acceptable level or take action to diagnose root cause or initiate recovery policies.
- ▶ **Streamlining Maintenance Tasks** | IPT networks require vigilant release and upgrade management, which can be time consuming and prone to manual errors. Uplogix enables central distribution of releases, upgrades, and patches for all devices in the IPT environment. A unique SurgicalRollback™ feature eliminates outages due to failed configuration changes by automatically returning devices to the last known good configuration. The new configuration can be quickly tested to see if the post-change environment performs as well or better than the pre-change environment.
- ▶ **Ensuring Carriers Meet MPLS SLAs** | Real-time performance measurement and reporting are critical when verifying that carriers meet stated SLAs. Uplogix provides enterprises with the detailed reports and metrics required to hold carriers accountable.

SUPPORTED APPLICATIONS

- ▶ **Web-based Transactions** | Synthetic HTTP-based transactions are executed locally at each location where Uplogix appliances with Advanced RMOS 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 capabilities capture 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.

ABOUT UPLOGIX // Uplogix provides the industry’s first local management solution. Our co-located management platform automates routine administration, maintenance and recovery tasks—securely and regardless of network availability. In comparison, traditional network and systems management depends on the network, uses multiple tools, and remains labor intensive. Uplogix puts the power of your most trusted IT administrator everywhere, all the time.

Uplogix is privately held and headquartered in Austin, Texas with international offices in London and Monterrey. For more information, please visit www.uplogix.com.

www.uplogix.com | Headquarters: 7600B N. Capital of Texas Hwy. Suite 220, Austin, Texas 78731 | US Sales 877.857.7077, International Sales +44(0)207 193 2769 © 2011 Uplogix, Inc. All rights reserved. Uplogix, the Uplogix logo, and SurgicalRollback are trademarks of Uplogix, Inc. All other marks referenced are those of their respective owners. 090811