

PRODUCT SHEET:
CA NetQoS Performance Center

CA NetQoS® Performance Center



The CA NetQoS Performance Center is designed to unlock the infrastructure intelligence needed to manage the network for application performance with an extensive suite of analytics and reporting fueled by comprehensive data collection. Through a customizable Web-based reporting dashboard that integrates Service Assurance products from CA Technologies as well as third-party vendors, IT teams from engineering through IT management executives can access the right information at the right time.

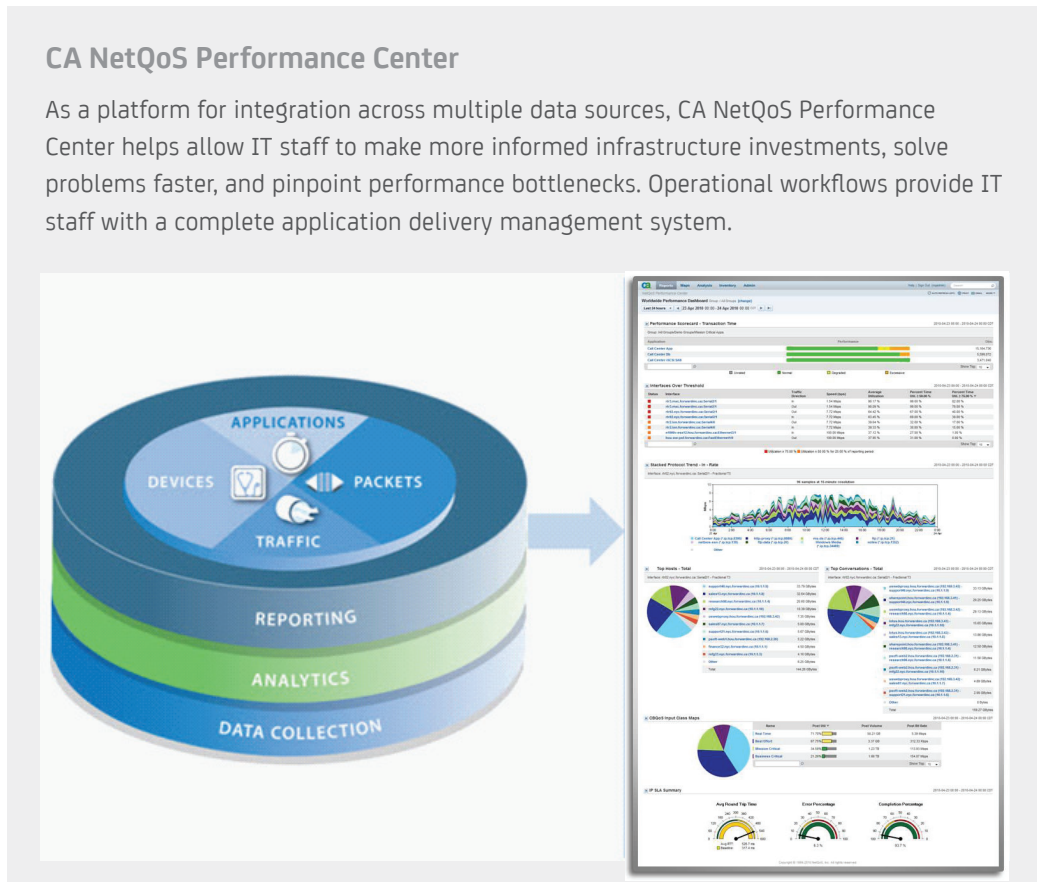
Business value

Managing application performance and delivery across the modern enterprise and service provider networks is a complex undertaking. The CA NetQoS Performance Center is designed to capture and analyze data from applications, devices, and the network itself to provide an accurate and comprehensive understanding of how well an organization is supporting application delivery. With this information, IT organizations can help ensure problems are resolved quickly, mitigate risk from planned and unplanned changes, deliver consistent application performance, take measured steps to optimize application delivery, and reduce and avoid costs.

Product overview

Managing network performance and ensuring optimal application delivery requires an understanding of the relationship among device infrastructure, network traffic, and application performance. The CA NetQoS Performance Center links end-to-end service and transaction visibility with top-to-bottom understanding of the underlying IT infrastructure across networks, systems and databases to deliver a comprehensive, unified understanding of how applications and infrastructure deliver business services.

Figure A



Through a single Web-based reporting dashboard, CA NetQoS Performance Center is designed to help network managers, engineers, and operations personnel to access the right information at the right time. To transform data into actionable information, it analyzes every data packet with intelligent baselines, thresholds, trending, and anomaly-detection algorithms. The CA NetQoS Performance Center is designed to provide a holistic performance view and operational workflows that speed understanding of how the infrastructure is supporting applications and where problems exist.

It is designed to provide an accurate and comprehensive understanding of how an organization is supporting application delivery by capturing and analyzing data from applications, devices and the network itself. CA NetQoS Performance Center provides:

- Application Response Time Monitoring: Track, measure, and analyze application performance for all user transactions from end-to-end for insight into the end-user experience and the source of any latency issues.
- UC (Unified Communications) Quality of Experience: Monitor call and video quality and network-based call setup, and measure the impact of convergence across all application performance.

- **Traffic Analysis:** Visualize and analyze the composition of network traffic on specific links. This yields the information needed to redirect or reprioritize application traffic, detect anomalous behavior, or add capacity.
- **Device Performance Management:** Employ “application aware” routing capabilities such as Cisco CBQoS, IP SLA, and NBAR and to poll network infrastructure components to help isolate the source of problems such as a busy router or a server memory leak so that corrective action can be taken.
- **Long-term Packet Capture and Analysis:** Store detailed packets for analysis before, during, and after incidents, without needing to recreate the problem.

Delivery approach

The CA NetQoS Performance Center leverages passive monitoring and technologies from the existing network infrastructure, such as Cisco® IOS® NetFlow, IPFIX, and Cisco NAM, avoiding deployment of any monitoring probes or agents. CA Technologies unites professional, support, and education service elements under a single umbrella, providing your entire IT organization a seamless and fluid customer experience. CA Services gives you insight and control over technology and deployment efforts, which helps reduce risk and accelerates time-to-value. CA Education transfers information and insight to increase the value of your investment in CA Technologies solutions. CA Support helps ensure your continuous success with trusted expert help and robust self-service tools.

Features

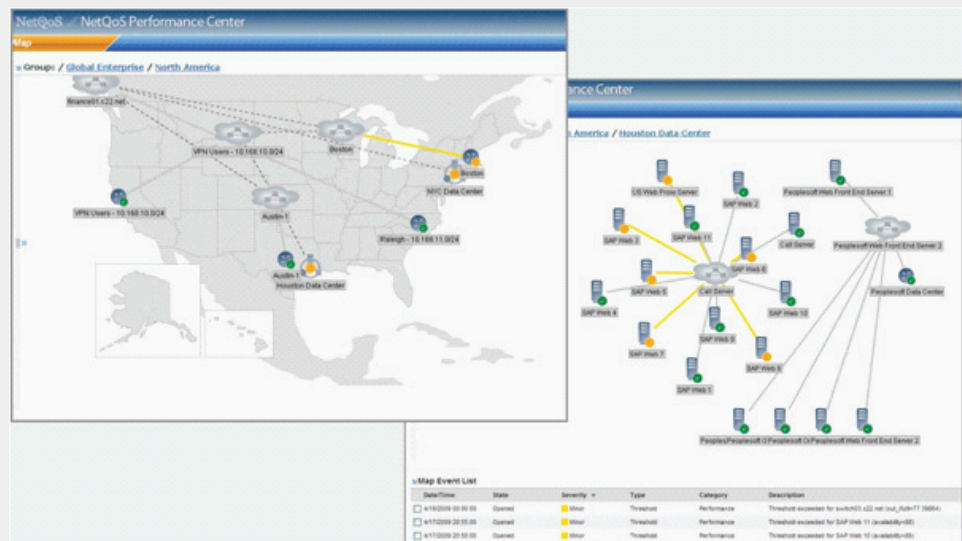
- **Web-based, customizable reports and dashboards:** Use one of the 90+ prebuilt reports, or tailor one to fit your needs with simple drag-and-drop functionality.
- **Real-time events:** Understand the health and performance of your application infrastructure with visualizations for alarms and events in a single console.
- **Enterprise search:** Quickly find and view the performance of any configuration item managed within the CA NetQoS Performance Center’s suite of products.
- **Data federation:** An architecture built on federated systems provides scalability and iterative expansion of management capabilities without large, monolithic systems that can require years to deploy.
- **Single sign-on:** Seamless sign-on experience for end users with support for built-in, LDAP, or Windows (NTLM) Authentication.

- Centralized administration configuration: A single user interface to execute common tasks across all your management platforms.
- User and role-based access control: Limit specific users or roles with granular rights to certain reports, dashboards, and specific elements.
- Integration support: Built-in, out-of-the-box support for both inbound and outbound integrations via a wide range of technologies, including: ODBC-compliant data sources, Web Services, HTML (web URLs), and CSV/text files.

Figure B

CA NetQoS Performance Center Maps

CA NetQoS Performance Center maps show performance and traditional availability events all in one screen. The maps give users a real-time perspective on the health of the entire IT infrastructure and its effect on application performance. Topology displays and customizable grouping of devices provide context and simple drill-down in helping establish the impact and severity of the events.



Benefits

The CA NetQoS Performance Center is designed to provide an accurate and comprehensive understanding of how well an organization is supporting application delivery via:

Data collection

No single data source is adequate for understanding how the network is supporting applications, so the CA NetQoS Performance Center collects data across a variety of sources: end-to-end application response times, packets, network traffic data, and infrastructure device MIBs. To help minimize the overhead of network management, the CA NetQoS Performance Center uses embedded network instrumentation (such as Cisco IOS NetFlow, IPFIX, and Cisco NAM) and passive, data center-oriented collection appliances. Active data sources such as SNMP and Cisco IP SLA are mined for their rich content and leveraged for their ability to test across MPLS environments and assess readiness for applications like VoIP. Avoiding remote probes and server or desktop agents can greatly speed deployments, improve scalability, and reduce management labor costs and complexity.

Analytics

Multiple analytical capabilities—baselines, thresholds, trending, anomaly detection, and automatic investigations—are applied to define “normal” network and application performance. A solid understanding of normal conditions helps enable management by exception and highlights issues before they impact end users. Each type of data and analytic capability is useful and important in its own right, but the combination and correlation of multiple metrics are key drivers for evolving from fault-based management to performance management. CA NetQoS Performance Center analytics are used to calculate historical trends, evaluate real-time performance, and assess future capacity and infrastructure needs.

Reporting and actionable alerts

To transform the wealth of data and analytics into actionable information, the CA NetQoS Performance Center provides a single reporting interface with role-based access and profiles. Flexible, customizable report formats and alerts can be tailored to the needs of not only network engineers, but also operations staff, server and application teams, and IT executives. The CA NetQoS Performance Center offers the flexibility to build customized views that include maps, dashboards, and charts generated from the full suite of underlying data sources and analytics.

From this intuitive, Web-based network monitoring and management console, you can access a top-down view of all applications—data, video, and voice—for your entire network infrastructure. And drill into detailed information provided by the NetQoS product modules. The CA NetQoS Performance Center works with other third-party applications for both inbound and outbound integration. With just a few mouse clicks, any CA NetQoS Performance Center network monitoring view can be exported to any third-party Web-based application, as well as Microsoft Excel. In addition, the CA NetQoS Performance Center has a published platform to display data from any third-party application.

Why CA Technologies

With comprehensive data collection, analytics, and reporting capabilities, CA NetQoS Performance Center is a platform for integration across multiple data sources to provide a complete network performance management solution. It integrates with many CA Technologies, third-party, or custom IT management tools and embodies the vision for Service Assurance from CA Technologies for simplified, dynamic IT management. Service Assurance solutions from CA Technologies uniquely link real end-user experience, transactions, and applications with the underlying systems and network infrastructure supporting them so you can understand the real-time performance, risk, and quality of business services across your physical, virtual, and cloud environments.