**ATSG**

# THE OPTX PLATFORM:
# DELIVERING **FLOW ANALYSIS** FOR END-TO-END
# SERVICE ASSURANCE

IN ORDER TO ASSURE BUSINESS SERVICES ACROSS THE ENTIRE IT INFRASTRUCTURE, MONITORING PLATFORMS MUST HAVE VISIBILITY INTO MORE THAN JUST COMPONENT AVAILABILITY. EVEN WHEN A MONITORING PLATFORM INDICATES THE INFRASTRUCTURE IS UP AND RUNNING, THERE'S NO GUARANTEE THAT APPLICATIONS ARE PERFORMING WELL – OR EVEN WORKING AT ALL.

Network trafc flow data provides important insights into application performance across the IT infrastructure. There are plenty of trafc flow tools available, but most only collect simple flow samples and create basic graphical representations of the data. While this can be helpful, even greater benefits come from integrating flow data with other information such as events, metrics and API feeds. Monitoring platforms capable of doing this can provide fuller context and better insight for IT operations teams looking to truly predict problems and identify the root cause of problems.

There are additional requirements for trafc flow monitoring in environments serving multiple customers, such as those of service providers. In these situations, trafc flows need to be attributed to separate customers sharing a single infrastructure. Vendors often attempt to solve this by implementing probes for each customer, which can be complex and cost prohibitive. To solve this, multi-tenant NetFlow is a critical capability for vendors looking to deliver value to service providers.

> In order to assure business services across the entire IT infrastructure, monitoring platforms must have visibility into more than just component availability.

## THE OPTX PLATFORM

The Optx Platform provides predictive and proactive business service assurance across hybrid infrastructures, with actionable intelligence for prioritizing and addressing problems before they impact critical business services. This protects revenue, improves customer experience and reduces IT costs.

The Flow Analysis feature of the Optx Platform enhances the accuracy of the platform's business service monitoring capabilities, delivering greater predictability and reducing mean time to repair

(MTTR) in both single- and multi-tenant environments. Additionally, the feature integrates NetFlow and SFlow data, thereby enhancing the platform's AIOps functionality such as Business Impact Monitoring (BIM) and Smart Analytics, as well as its reporting, alerting and troubleshooting capabilities.

Flow data gives a more accurate picture of business service performance and availability and is available when drilling into infrastructure alerts within the Optx Platform to aid troubleshooting, thus reducing MTTR. In addition, ATSG's solution

## ATSG'S FLOW ANALYSIS

Enhances accuracy of business service monitoring

Alerts on abnormal flow activity

Increases proactiveness

supports multi-tenancy, permitting cost-efective implementation in infrastructures servicing multiple clients or groups.
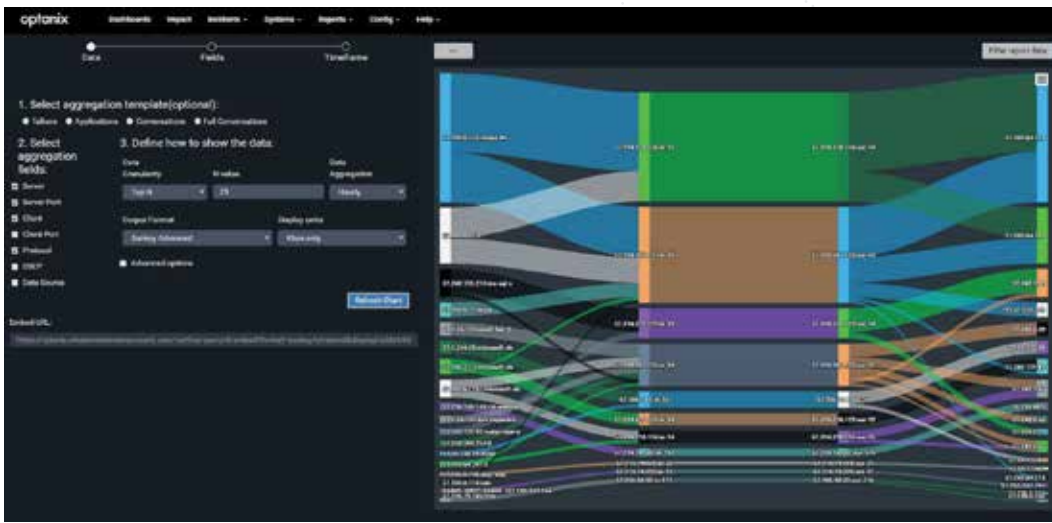


Sankey diagrams providing graphical representations of application flows between servers and clients allow user to quickly visualize connections and usage
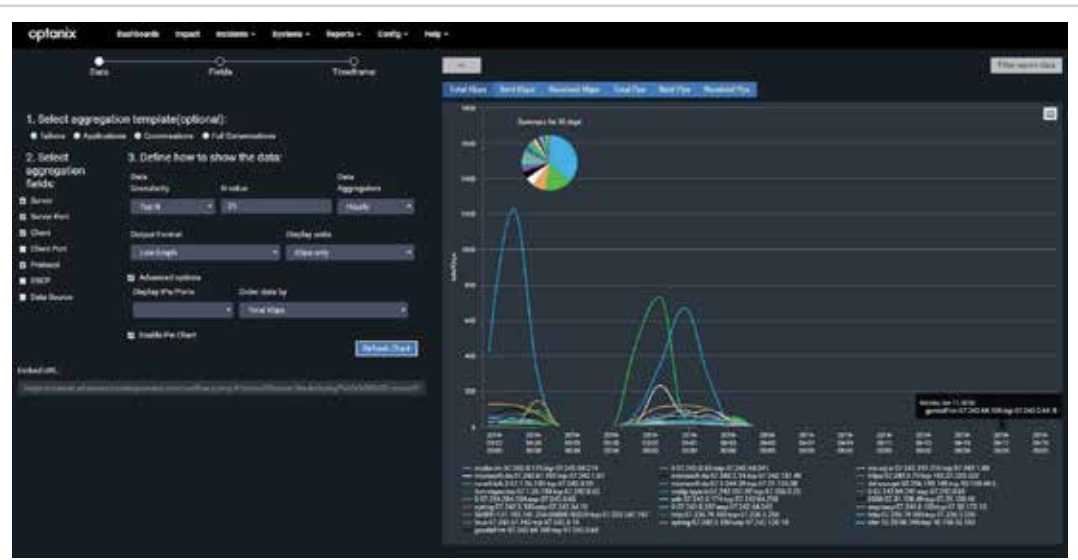
Line graph showing data rates of flows over time

## NETFLOW AND SFLOW SUPPORT

The combination of NetFlow and SFlow add enhanced visibility into network and application trafc. This integration improves BIM with predictive and proactive alerts based on application flow statistics in conjunction with the Optx Platform's Smart Analytics feature. When alerts are received, IT operations teams can drill down to flow information, providing additional troubleshooting capabilities. In addition, the Optx Platform utilizes NetFlow to provide alerts for Cisco voice quality.

• Improve Smart Analytics' predictive and proactive analysis by adding flow data

• Enhance troubleshooting capabilities

• Proactively alert on Cisco voice quality problems

## FLOW REPORTS

Reports including flow information provide a more complete view of business and IT service performance by delivering a better understanding of how the infrastructure is supporting business services.

• Improve views that show how the IT infrastructure is supporting the business with more complete data, including application flow data

## MULTI-TENANT NETFLOW

Multi-tenant NetFlow supports service provider environments with a cost-efective approach to gathering and identifying application flow statistics from multiple customers utilizing the same infrastructure. This can be implemented to support static customers/groups using the infrastructure or for dynamic use with customers/groups taking turns using the same resources.

• Provide cost-efective flow analysis where infrastructure and services serve multiple customers – no need to deploy flow collectors for each individual customer

## ATSG'S FLOW ANALYSIS REDUCES COST, COMPLEXITY AND ERRORS

Flow Analysis enhances the accuracy of business service monitoring, increasing proactiveness and reducing MTTR in both single- and multi-tenant environments. Additionally, it enables IT teams to:

• Take advantage of flow data to provide a more complete solution with AIOps

• Enhance accuracy of business service monitoring and impact analysis

• Predict problems more efectively using additional application performance data

• Increase proactive problem detection

• Enhance accuracy of root cause analysis to pinpoint impending or new problems

• Support service provider environments with multi-tenant flow collection

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