

APPNETA PRODUCT BRIEF

KEY BENEFITS

Optimize Network Operations – Proactively manage and quickly resolve network issues through unified visibility, rapid fault isolation, and predictive insights, ultimately moving them from a reactive state.

Accelerate Network Transformations – Confidently embrace modern network technologies like SD-WAN and cloud by providing extended visibility, simplifying complex environments, and ensuring operational consistency, thereby reducing risks and improving performance.

Enhanced Connected Experiences – Ensure optimal network performance and user experience by providing continuous validation, monitoring of SaaS and web applications, and insights into end-user connectivity, regardless of location or network type.

At A Glance

While network and application performance grow increasingly business critical, IT's ability to track and control service levels continues to be diminished. The shift to hybrid and remote work means users are now highly reliant upon public internet connections, which require additional security at the network edge. Plus, the majority of apps, internal or external, are now cloud hosted.

AppNeta by Broadcom helps IT proactively track, manage, and optimize performance, no matter what apps or networks are being used. AppNeta combines active synthetic network and application monitoring with passive packet visibility. This unique blend of active and passive monitoring offers comprehensive visibility of business-critical apps and networks from the end-user perspective. Combined with the broader range of solutions from Broadcom, you can enhance end-user experiences, make IT more efficient, and boost the success of enterprise's cloud, SaaS, and internet transformations.

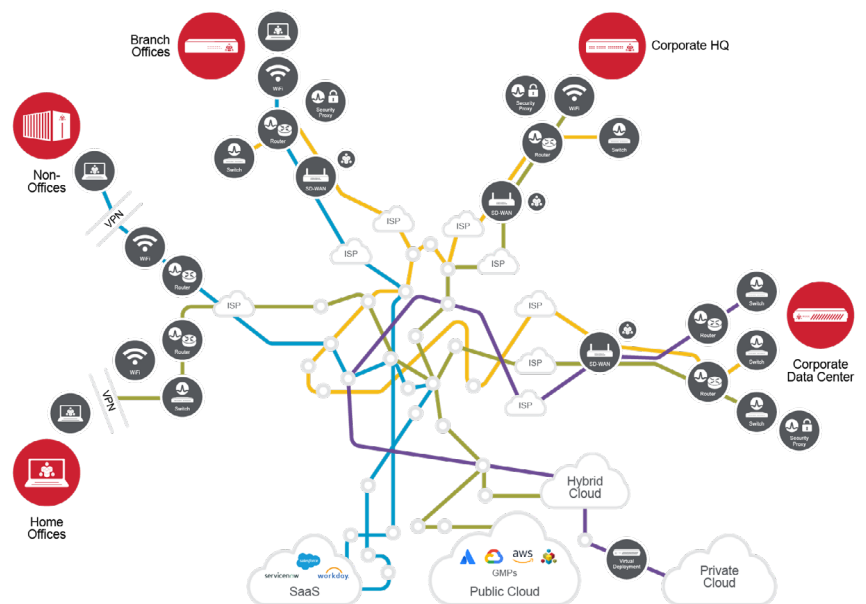


Figure 1: AppNeta provides comprehensive, end-to-end visibility across internal and external networks, ISPs, and cloud environments.

Business Challenges

Driven by a range of benefits, enterprises continue to adopt cloud-based applications and networks. As a result, business-critical infrastructure and services continue to move outside of IT's direct control. At the same time, the enterprise still holds these same teams responsible for end-user experiences, even if they're delivered over external infrastructures and third-party apps.

In today's environments, traditional monitoring doesn't provide the insights necessary to identify, isolate, and ultimately fix issues. That's because these traditional methods only gather metrics passively, and they require teams to have ownership over monitored systems. These monitoring tools only provide visibility into a few network hops; they don't provide end-to-end visibility of increasingly complex delivery paths. As a result, IT can't get the visibility needed to reduce mean time to resolution (MTTR) or increase efficiency.

KEY FEATURES

Actionable end-to-end insight. Establish effective monitoring and baselines before transformation, validate success during deployment, and continuously monitor after rollout to understand the long-term impact.

Granular root cause analysis. Conduct end-to-end network analysis of the whole app delivery path and all critical metrics. Leverage intelligent alerting and automated escalation to perform diagnostic testing and identify where issues are occurring.

Continuously measure VoIP and unified communications quality. Harness data traffic monitoring with specific tuning for voice metrics, including mean opinion scores, jitter, and latency, to gain visibility into the performance of key collaboration apps.

Application and network visibility. Run Selenium-based scripts against any application to measure end-user experience, including for users working behind firewalls.

Packet capture and flow. See every app in use on your network with automatic identification of over 2,000 apps. Plus, remote packet capture for deep troubleshooting.

Figure 2: View end-to-end performance of network connections with continuous metrics like capacity, latency, and data loss, as well as voice-specific metrics like loss, jitter, and MOS values.

Solutions Overview

Applications drive the business forward, but only if the networks they're accessed through are available and performant. Today, business apps and user productivity are dependent upon external networks and third-party apps, but traditional passive monitoring relies on device and network ownership. To consistently deliver exceptional performance, IT needs better visibility into end-user experiences. AppNeta bypasses the limitations of traditional passive monitoring, providing active monitoring to extend visibility beyond the firewall.

By combining active and passive monitoring methods, AppNeta enables IT operations teams to fully understand how performance is impacted by common issues like application outages, route changes, connectivity drops, and ISP peering changes. By helping isolate where issues stem from, the solution enables IT teams to reduce mean time to innocence (MTTI) for issues that are outside their sphere of responsibility.

AppNeta has been built based on more than 20 years of network monitoring experience. This SaaS-based solution delivers fast root cause isolation, robust diagnostic visibility, and rich metrics based on path, packet, web, and flow data. The solution can be deployed in the cloud or on-premises. With AppNeta, teams can monitor the end-to-end application delivery path, regardless of which cloud, office, home, or data center is used.

The solution offers these additional features:

- TruPath™ technology based on packet train dispersion to isolate hop-by-hop performance, regardless of who owns the network.
- Powerful alert profiles that can help teams reduce chatter, assess user impact, and integrate with existing alert dashboards (eg, Portal).
- Visibility into devices of hybrid work users, including host metrics, top processes, and connectivity type (such as VPN, wired, or wireless).
- Ample data retention policies that match business timeframes to catch sporadic issues and allow for comprehensive performance reviews.
- Scalable web-based user interface that decreases implementation time, while also providing enhanced sorting and filtering capabilities for large organizations.
- Robust JSON-based API that enables push and pull data integration into existing IT operations solutions and workflows.

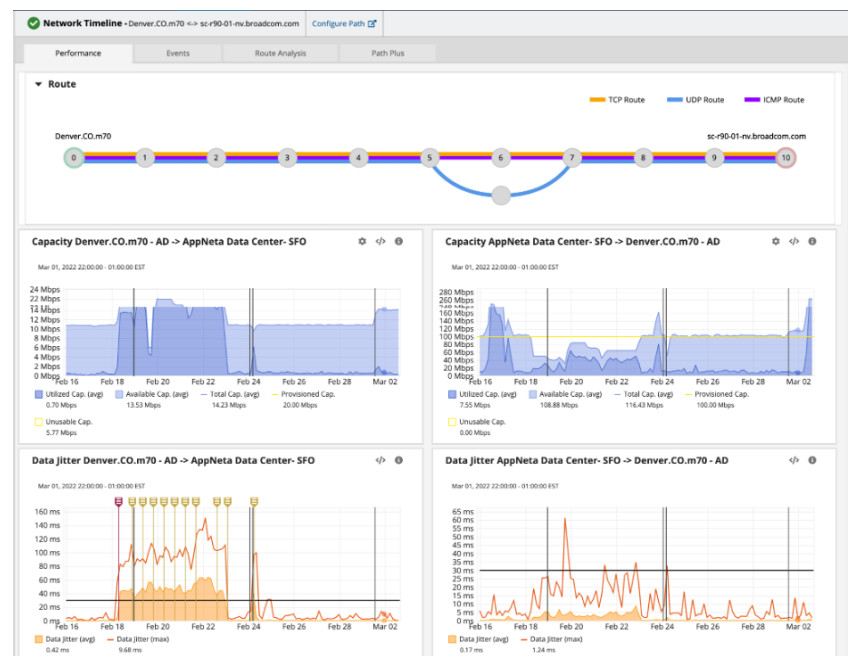
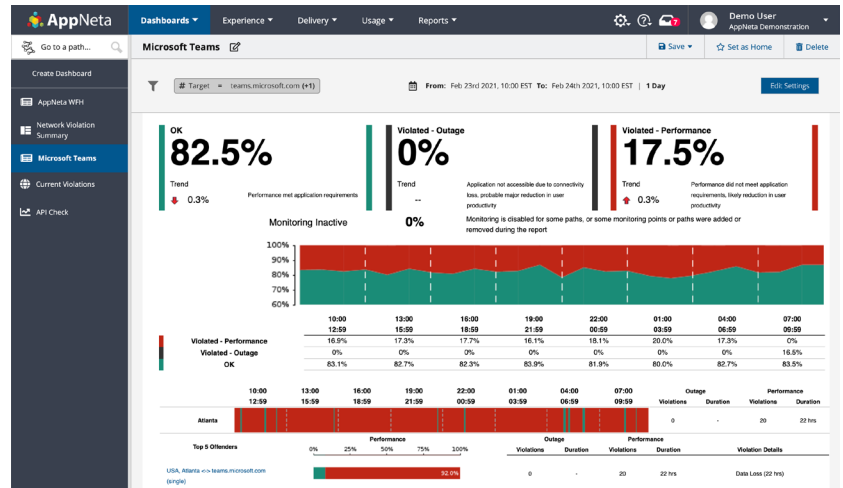


Figure 3: Application quality dashboards present performance trends for your business-critical apps and services, allowing you to assess whether they failed to meet SLAs.



Critical Differentiators

The following features and capabilities set AppNeta apart from other solutions:

- **Active and passive monitoring.** Harness a solution that integrates path, packet, web, and flow data into a single monitoring endpoint, enabling comprehensive visibility of the end-user experience. Get continuous visibility into the performance of business-critical apps and networks, along with passive collection of traffic and device metrics that provide context for speeding troubleshooting.
- **Unmatched granularity and accuracy, with minimal overhead.** Gain continuous, deep visibility into how users are experiencing the network, without affecting their performance. Leverage actionable insights that you can trust.
- **Flexible deployments for every office, user, and cloud.** Choose from a purpose-built appliance, virtual appliance, native software, container, CPE devices, and global monitoring deployment options to gain complete coverage for any location.
- **Trusted solution.** AppNeta is the solution of choice for the largest corporations and cloud providers. The solution features SOC2 Type 2 Certification and can scale from the smallest remote office to 100 Gbps data centers.
- **Visibility for both end user and corporate environments.** Work with a single solution that can handle performance metrics for your entire office-based and distributed workforce. Boost the success of your initiatives, no matter where users need to work.

Flexible Visibility Built for Every Enterprise

AppNeta is delivered as a service. Customers can access the solution from a private deployment or from our public cloud. Our platform makes it easy for you to monitor business-critical applications in public, private, or hybrid cloud infrastructures. Performance data is streamed from any number of virtual or physical monitoring points, which can be deployed across your data center, office, or remote user environments. With the solution, you can monitor your business-critical locations, apps, and services. The solution offers these capabilities:

- Actionable monitoring insights that can help decrease MTTR. Harness synthetic app and network testing that continuously monitors business-critical services, so you can identify and isolate issues before users are affected.
- Third-party validation of network transformation. From SD-WAN and MPLS cutovers to SaaS adoption, AppNeta provides crucial performance visibility before, during, and after implementation.

- SLA verification for SaaS and other cloud apps. Monitor performance levels over time to ensure apps are meeting reported SLAs and have objective data to prove when agreements are missed.
- In-depth application visibility. View server, browser, and network transport breakdowns, along with DNS resolution, Apdex scoring, and waterfall charting.
- Deep packet inspection with app identification. Understand what apps are traversing the network with location-by-location comparisons and categorized traffic details.
- Remote packet capture. Whenever needed, capture raw packet data from remote locations so you can determine the root cause of critical issues.

Figure 4: AppNeta offers flexible deployment options. Purpose-built hardware can be deployed in offices and data centers, and virtual deployment environments can range from end-user workstations to cloud environments.

