Symantec Technology Partner: NetDialog

Partner: NetDialog

Partner Product: NetX

Symantec Product: PacketShaper

✓Symantec.™

Business challenge

Your network infrastructure is one of your most important business resources. Every day, the very life of your business flows through every segment of your WAN and internet links. Congestion, traffic loss, or unpredictable usage can lead to poor performance and slow down your business.

In addition, the IT landscape is continuously changing— as is the way in which enterprises and users interact and transact online. Growing network traffic and an ever-increasing number of applications also put high pressure on network infrastructure and application performance, forcing organizations to acquire more and more bandwidth. Organizations like these have to understand what is happening on their network.

Unfortunately, many enterprises have limited insight into the behavior of their mission-critical applications. Although unforeseen performance issues can severely impact business processes, typical device-centric reports do not offer what you really need: A business-oriented view of application performance across the entire infrastructure.

NetDialog NetX works with Symantec PacketShaper to give you complete, 24/7 visibility into, and control over, your application traffic across your WAN, internet links, and private cloud environments.

Solution: Symantec PacketShaper and NetDialog NetX

NetX is the new standard central reporting solution for Symantec PacketShaper. Use it for unparalleled visibility into application and user behavior.

PacketShaper can identify and classify applications, operations, and traffic flows to ensure network bandwidth is properly allocated based on your business priorities. Use it to implement simple and effective policies that protect, prioritize, or restrain traffic by application, user, or flow on your WAN and internet access links.
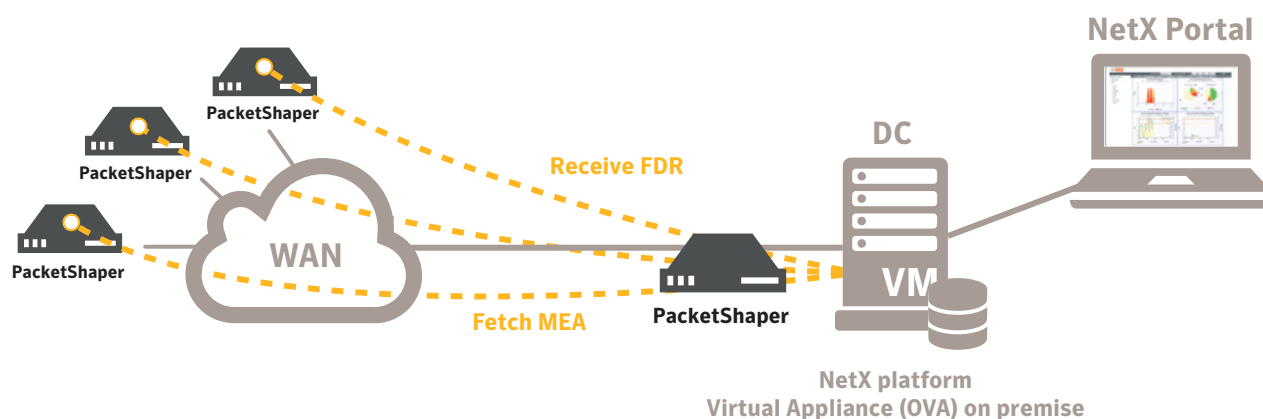
NetX uses PacketShaper application information and network traffic telemetry to monitor and report on the quality of application delivery and network performance status in near-real time. Equipped with this information, network administrators can continuously manage and improve network efficiency to achieve desired performance goals.

The predictive software technology monitors your IT infrastructure and provides you with up-to-the-minute analytical information. Easy-to-understand scorecards and dashboards show you capacity, latency, efficiency, cost, availability, and other metrics. Trend analysis identifies emerging problems, while SLA/SLO reports compare performance to defined target thresholds. NetX out-of-the-box reports cover the majority of customer needs, but you can also create custom reports using the NetX Data Mining Interface and Microsoft Excel.

Combined value proposition

NetX is a highly scalable, on-premises central reporting solution for the PacketShaper product family. PacketShaper and NetX combine unparalleled application classification and extensive management reporting, providing excellent application visibility. Using performance and Flow Detail Record information collected from PacketShaper, NetX monitors and reports on the quality of application delivery and your network's performance status. NetX provides an intuitive and interactive interface for performing drill-down analyses on user and application behaviors and network traffic flows, enabling you to quickly identify potential network security gaps and the root cause of performance issues.

How it works

Using performance and Flow Detail Record information collected from PacketShaper, NetX monitors and reports on the quality of application delivery and your network's performance status.

Benefits

The combined capabilities of NetX and PacketShaper enable IT administrators to:

- Obtain complete insights into the behavior of services and applications on the network

- Protect and improve the performance of business-critical services and processes

- Monitor application performance and network efficiency to meet SLA requirements

- Get alerts on disruptive and abnormal behaviors to spot performance and security gaps

- Optimize IT investment by aligning network resources with business priorities

About NetDialog

NetDialog is a pioneer and leader in network and application performance monitoring and application transaction monitoring. NetDialog's flagship NetX service delivers in-depth, 24/7 monitoring and reporting that analyzes application availability and performance across an IT infrastructure. NetDialog enables its users to focus on core activities and operate at optimal cost levels anytime, anywhere.

To learn more about NetDialog, please visit the **NetDialog website**.

For more information

To learn more about Symantec technology partners, please visit the **Symantec partners microsite**

About Symantec

Symantec Corporation (NASDAQ: SYMC), the world's leading cyber security company, helps organizations, governments and people secure their most important data wherever it lives. Organizations across the world look to Symantec for strategic, integrated solutions to defend against sophisticated attacks across endpoints, cloud and infrastructure. Likewise, a global community of more than 50 million people and families rely on Symantec's Norton and LifeLock product suites to protect their digital lives at home and across their devices. Symantec operates one of the world's largest civilian cyber intelligence networks, allowing it to see and protect against the most advanced threats. For additional information, please visit **www.symantec.com** or connect with us on **Facebook**, **Twitter**, and **LinkedIn**.

✔Symantec™

350 Ellis St., Mountain View, CA 94043 USA | +1 (650) 527 8000 | 1 (800) 721 3934 | **www.symantec.com**

SYMC_SB_NetDialog_v1