

ACS Network Management

Featuring AppCritical

Managing large multi-vendor networks is a challenge under the best of circumstances. Networks are constantly changing and adapting to new applications and business processes. Now add hardware failures, circuit outages, bandwidth restrictions, system configuration problems and other unplanned incidents add to the mix. It could be a recipe for failure.

Managing this environment to ensure success requires sophisticated systems, processes and expertise.

The State of Network Management

Network management tools and techniques have evolved over the years. But in many ways, they remain entrenched in the same architecture and device-centric approach in place since TCP/IP networking of the early 1980s.

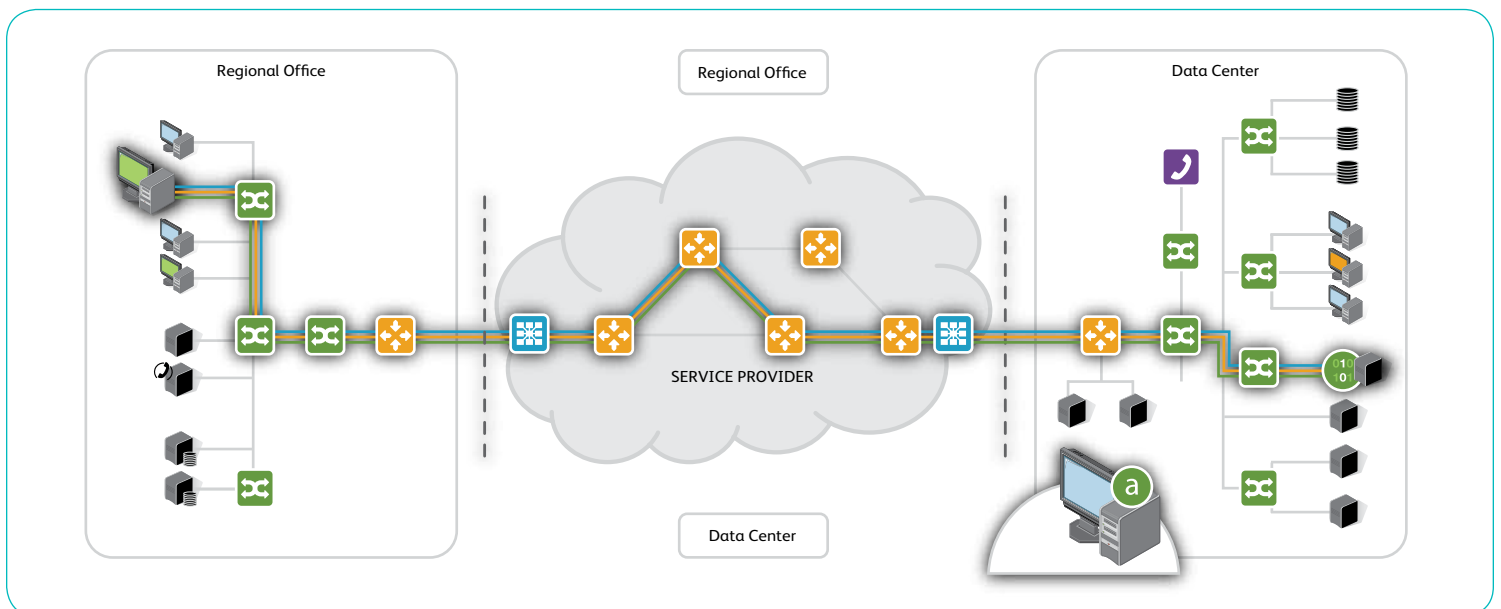
At that time, management systems fell into neat categories: Fault, Configuration, Accounting, Performance and Security (the venerable FCAPS model). Tools managed discrete network elements. A successful network operation depended on highly skilled professionals with long track records.

That was then. This is now. Today's networks are much more complex and dynamic, and highly skilled experts are scarce. More sophisticated tools are required to diagnose faults and manage performance.

Introducing Path-Based Network Management

We're partnering with Apparent Networks to bring a new approach to managing complex multi-vendor networks. Using its AppCritical management system, we've taken an innovative approach to network management. AppCritical:

- Views the network from an end-to-end, path-based perspective
- Combines fault and performance management functions
- Provides proactive, continuous monitoring with detailed fault diagnostic capabilities
- Uses patented algorithms and data patterns to perform and analyze measurements across the network
- Provides a continuous view of network health.



ACS Network Management

Combining Fault and Performance Management

Fault management used to mean detecting device failures. But in today's networks, suboptimal performance is as much a fault as a failed network element. AppCritical can detect threshold violations on critical network performance metrics and alert the appropriate organization if performance degradations occur.



AppCritical captures and analyzes all these measurements in real time:

- Availability
- Bandwidth
- Jitter
- Packet loss
- Propagation delay
- Route changes
- QoS changes

AppCritical detects all these primary network faults:

- Congestion
- Media errors
- QoS issues
- Rate-limiting queues
- Suboptimal performance
- Collision domain violations
- Black hole and grey hole hops

These types of network performance issues can severely impact voice, video and data applications running across the network. By proactively detecting and fixing these problems, you can sustain optimal performance of mission-critical business services.

Reporting Network Health

In addition to proactive, real-time network monitoring, AppCritical supports multiple levels of reporting, at both a detailed engineering level and an executive level.

AppCritical Reporting

Events/Exceptions

- Event trends over time
- Event frequency by category
- Event duration by category
- Top Tens

Performance

- Bandwidth, packet loss, jitter and propagation delay over time
- Comparable across path performance levels
- Detailed performance breakouts
- Top Tens

Service Quality Compliance

- Path compliance to pre-set (SQDs)
- Compliance breakdown by group, target type and SQD
- Compliance trends by SQD

Management Summary

- Real-time measurements over time
- Compliance percentage breakdowns
- Compliance trends
- Top Tens

A Complete Network Management Solution

AppCritical is one of several innovative tools we employ to manage client networks. Our comprehensive solution also includes state-of-the-art ITIL processes, procedures and professionals – all dedicated to providing the highest-quality networks and services for our clients.

About ACS

ACS is part of Xerox's \$22 billion global enterprise with 140,000 employees serving our clients in 160 countries.

You can learn more about us at www.acs-inc.com.

AppCritical Dashboards



Path Monitoring and Diagnostics



AppCritical Reports



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