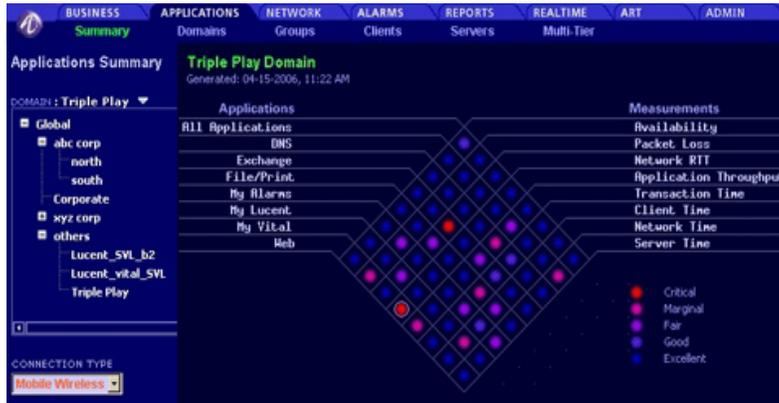


# VitalSuite™ Application Performance Management Software

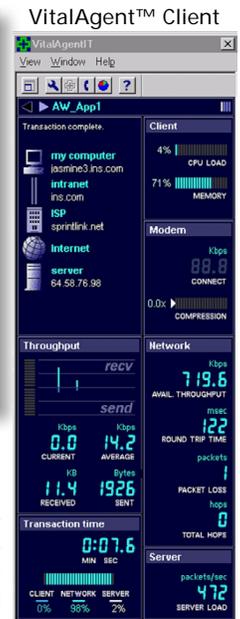
## Release 10.2

### Monitor, Analyze & Predict Application Behavior

Alcatel-Lucent's VitalSuite software gives unprecedented real-time visibility for tracking, analyzing and predicting the behavior of all business-critical IP-based applications network-wide. This versatile performance optimization and fault management system monitors every user transaction from the desktop to the network/Internet to the destination server. It provides executive management with essential overview information for infrastructure investment decision-making. And it lets operations and help desk staff drill down to quickly identify, diagnose and resolve application performance problems of every description. As a component of the Alcatel-Lucent award-winning VitalSuite software portfolio along with Network Performance Management software, Real-time Event Analysis software and Advanced Reporting Toolkit software that generates custom presentation-quality reports and graphs, VitalSuite positions IT to support business requirements today and tomorrow.



VitalSuite multi-level domain heat charts give at-a-glance views of application operations with easy drill down to more detailed reports.



### FEATURES

- MyVital Web-based portal - delivers personalized views of end-to-end application and network performance
- Embedded VitalAgent client software - pinpoints application-related problems on desktops, notebooks and servers
- Patented passive flow analysis - provides real-time demarcation of every application transaction by client, network and server time
- Powerful fault detection and management - unique heat charts and summary reports isolate trouble spots at-a-glance
- Centralized alarm console - receives alarms for application and network faults and performance shortfalls
- VPN tunnel monitoring and reporting - tracks tunnel setup and usage time and generates tunnel-problem alerts
- Industry-leading scalability - monitors service quality across today's largest network environments
- MyReports - flexible customizable drill-down reporting tool focuses on specific applications and users

### BENEFITS

- Network-wide application and infrastructure visibility - track every transaction along its route from desktop to server and back
- Proactive problem resolution - identify and fix application problems in real time and transform help desks into problem-preventing service desks
- On-target user diagnostics and trouble-shooting - experience application problems exactly as end-users experience them
- Simplified service-level management - eliminate vendor "finger-pointing" by isolating faults, delays, bottlenecks to specific components and verify application performance against SLAs
- Centralized application and services management - efficiently monitor and manage applications and services from a single on-site or remote console
- Enhanced user satisfaction - resolve application and network faults and problems before they impact users
- Lower operations and ownership costs - minimize help desk calls and trouble tickets, save on software maintenance costs and reduce the need for expensive hardware upgrades

# OPERATIONS AND SPECIFICATIONS

## Performance Monitoring

- Measures end user experience of mission critical applications and services across the IP infrastructure
- Powerful aggregation algorithms developed by Bell Labs merge thousands of transactions into meaningful reports on overall system health and potential trouble spots
- Monitors system performance end-to-end — from the desktop, across local and remote links, through hubs, switches and routers, to the server and back again
- Provides web-based customer-specific account assessment reports on-demand
- Four-tier transaction reporting provides high-level visibility into where a problem occurred along with the specific tier and component that lead to the poor performance
- Segments performance information by service, domains and/or groups to quickly determine how pervasive a problem is within an organization
- Heat Charts selectable by connection type – Dial, LAN, DSL, Wireless LAN or Mobile Wireless – provide an intuitive, at-a-glance indicator of application performance problems, with efficient drilldowns to additional performance details such as
  - Number of transactions, transaction time, server time, server load time, network time, client time, transaction throughput, average transaction size, transaction errors, total traffic volume, application availability, number of connections, connection errors, response time, latency, retransmissions
- Statistical analysis of performance data reveals unusual or exceptional events that might otherwise escape detection
- Collects, aggregates and reports historical network and application performance data for measuring corporate service level agreements (SLAs)
- Monitored events and parameters include web-based applications, remote access, application performance and availability, client performance and availability, network performance and availability, server performance, PC and network configuration data
- Provides visibility into remote access performance and availability

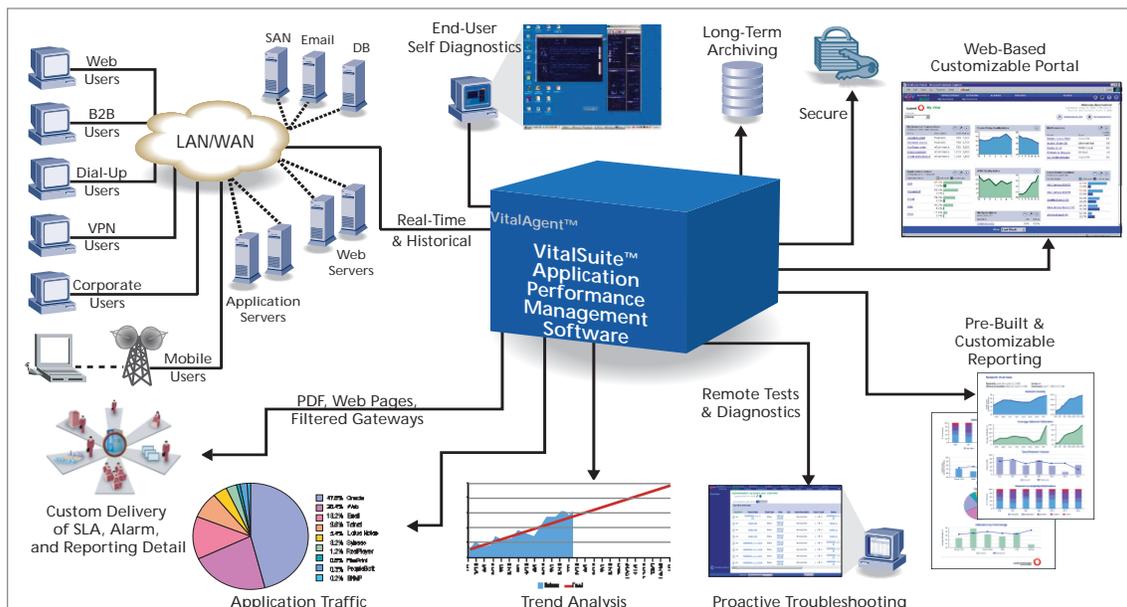
- VPN/IPSEC tunnel monitoring, alerting and reporting— monitors the performance associated with setting up a VPN tunnel, view comprehensive performance metrics in relation to the setup and usage of VPNs, provides alerts to help quickly find, diagnose and fix VPN problems

## Fault Analysis

- Automatically detects and reports application performance problems in real time, providing instant, complete analysis of every fault
- Correlates specific network device problems (via VitalSuite Network Performance Management software) and application problems through a sophisticated fault correlation feature that groups events related to a common source, enabling quick treatment of the problem rather than the symptoms
- Root cause analysis pinpoints problems and delays
- Provides technical specialists with a full summary of alarms, users who are experiencing problems, and customizable diagnosis and results prescription
- Simple displays reveal if the frequency of events-alarms is falling or rising to understand network trends and forecast imminent problems
- Allows front-line help desk staff to detect, address and even resolve problems before they are ever reported, so phones stay on the hook — and users stay online
- Once a problem is resolved, the software automatically closes the event providing an updated status report that eliminates the need to manually track problems

## Scalability

- Distributed architecture makes it easy to implement global policies throughout an organization and offers unparalleled scalability for the largest customer environments
- Supports millions of agents
- Applications monitored over – WiFi, Dial, LAN, DSL, or WLAN (802.11b) & 3G Wireless CDMA, UMTS, or GPRS



VitalSuite software comprehensively monitors and reports on application performance across the network.

# OPERATIONS AND SPECIFICATIONS

## Reports

- Custom reports to tailor performance reporting to the needs of individual users
- Heat cell drill-down provides detailed reports that identify the nature and source of specific problems. Reports may be generated for:
  - Overall network quality, response time, transaction comparisons, clients, application comparisons, application availability, latency, application throughput, etc.
- MyReports (see below) provides a flexible customizable tool that allows focus on specific applications and users



- Best/Worst Performers reports identify exceptions and give visibility into the performance experienced by end users for all applications or a specific server running a critical application
- Trending reports on single and multiple parameters, for busy hour or days, with critical and warning thresholds display up to 12 months of rolling performance history, to proactively ensure that the IP infrastructure can deliver the performance required by an application
- Group Comparison reports allow application performance for multiple functional or regional groups of users to be compared across one or more servers
- Application Overview reports summarize network-wide application performance
- Daily or weekly reports track alarms and their resolution over time, showing how fast events are coming in, how fast they're being cleared, where they're coming from

## Service Level Management

- SLA alarm reports empower network managers to better manage service and application providers
- Assess quality of services delivered to end users against SLAs via service level alarms
- SLA reports readily identify the application, the server and the violated performance parameter to SLA thresholds
- Network quality displays show performance details about specific client-server paths. These reports verify SLAs and accurately assess capacity planning requirements. Critical performance measurements include: total traffic volume, server retransmissions, client retransmissions, packet loss, network latency, and throughput

## Network Operations

- Extensive set of access control mechanisms provides customized views of application performance for a broad range of users
- Allows users to be proactive in requesting bandwidth and service requirement changes before performance is impacted
- Application statistics for individual clients and servers to support usage-based accounting
- Application heat charts by varying color and intensity immediately expose application trouble spots, based on availability indexes
- Detailed views and reports offer extensive visibility into the performance of individual applications and transactions within an application from daily, weekly to monthly data for up to six months



## Flexibility

- Data Source Integration (DSI) API exposes application transaction data to other tool sets
- Supports multiple simultaneous users
- GUI Gateway alarm configurator to interface with 3rd party ticket generation systems (SNMP trap, Email, Remedy)
- Transact Toolkit, a key component of the Business Transaction Management System, delivers the ability to identify, isolate and capture the characteristics of specific business transactions activity within an application
  - Packet-level demarcation via Transact Toolkit identifies patterns in the network packets to demarcate transactions within custom applications

## Administration

- Role-based global and domain administrative interfaces provide user account administration, domain and group definition and creation of policies
- Single step domain policy profiles define a configuration that can be applied to multiple domains
- Robust default behavior and configurability provides out-of-the-box functionality
- Secure SSL (HTTPS) provides 128-bit encryption between client and master
- Protects group-specific data through fully integrated grouping and access control

## OPERATIONS AND SPECIFICATIONS

### Administration (Cont)

- Allows sort, search, and filter of data by specific business unit, location or technology
- Administrative changes are tracked over a rolling 30-day period of time. Tasks tracked include:
  - User account creation/update/deletion
  - Domain creation/edit/deletion
  - Reporting groups (server, phone number) creation/edit/deletion
  - User login/logout
  - Server addition/deletion
  - Aggregation server response failures
- VitalAgent manageability and deployment – easy manageability reduces total cost of ownership; easy deployment through SMS package definitions

### Monitored Applications Include

- Internet (HTTP, HTTPS, and Web-based applications such as DNS and RealPlayer)
- Groupware (E-mail, Lotus Notes, file and print services)
- Genesys Contact Center solution
- Database (Oracle®, MS-SQL, Sybase® and LDAP)
- Infrastructure (VPN, DNS and security)
- Custom in-house applications such as those using Java

### Carrier Grade Synthetic Monitoring - Automon

- Automon can regularly connect to servers both inside and outside an organization to test availability, response and retrieval times, throughput, delays, and congestion levels. It:
  - Automatically performs synthetic background analysis to simulate the action of end users
  - Automatically monitors the availability of key application servers
  - Automatically retrieves Web (HTTP & HTTPS) pages
  - Automatically inputs form data on Web pages to monitor eCommerce applications
  - Continuously tests dial-up and modem services
  - Provides integrated scripting capability to customize Automon's powerful synthetic monitoring
- Synthetic monitoring is a scalable, remotely manageable test generation tool which when coupled with the VitalAgent™ is capable of generating and monitoring performance of thousands of network tests per minute
- Standard Tests Include:
  - Web Get URL, SMTP Echo Test, Pop3 Echo Test, Phantom Script Test, DNS Resolve Test, Database Query Test, Command Line Test and TCP Echo Test

### Client/Administrator Interface Requirements

- IE 7.0, 6.0 or Netscape 7.1, Mozilla 1.4.1
- Video resolution 1024 x 768
- Acrobat Reader 4.0/5.0 with browser plug-in

### System Requirements

- Windows® 2000/2003 system platform sized appropriately for deployment

### VitalAgent™ System Requirements

- Windows® 2000, XP, or Vista, 32 MB RAM, 20 MB free disk space, Pentium® 200 MHz or higher – for mid-tier agents
- Linux (Red Hat) ES4, Solaris 9/10 or Windows® 2000/2003

### VitalSuite Performance Management software portfolio

Optimize network, application and business performance

Alcatel-Lucent, a proven global provider of market leading IT management solutions that maximizes profitability and productivity and helps you leverage IT investment for a competitive advantage. Alcatel-Lucent's award-winning VitalSuite Network and Service Management portfolio is used today by more than 1500 enterprises world-wide, including over 75% of the Fortune 100.

Alcatel-Lucent leverages innovations from Bell Labs and experience and expertise from Alcatel-Lucent Worldwide Services to provide high performing and highly scalable solutions that increases IT staff productivity by enabling user technology and ensures network and applications performance for improved service availability. Alcatel-Lucent partners with world-class business partners, system integrators and hardware vendors to deliver proven solutions that maximize the return on IT investments.

VitalSuite Network Performance Management software provides on-demand access to the critical network performance information necessary to pre-empt problems, optimize resources and plan for maximum ROI. This market-leading tool gives end-to-end, Web-based visibility into geographically dispersed, multi-vendor infrastructures. It provides a single centralized location to monitor, analyze, manage and predict performance.

VitalSuite Advanced Reporting Toolkit is a comprehensive Web-based tool that generates custom presentation-quality reports and graphs by extracting monitored data from VitalSuite Network Performance Management software. The flexible formatting power enables easy transformation of network performance data to dynamic, custom reports and quickly determine the status of network infrastructure.

VitalSuite Real-time Event Analysis software helps optimize multi-vendor packet data and voice networks with powerful real-time capabilities that traditional management products cannot match. It offers technically advanced tools to monitor, measure, analyze and visualize performance data and immediately identify network resources that have exceeded defined network service levels.

To learn more about these and other management solutions, contact your Alcatel-Lucent sales representative, authorized reseller or sales agent. You can also visit our web site at <http://www.alcatel-lucent.com/vital>.

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