

Brochure

VIAVI Observer Apex

Maximize IT Business Outcomes:
Deliver Peak Network Performance
Bolster Ongoing Security Initiatives

Core-to-Cloud IT Operational Clarity

Every IT service depends on a solid and dependable network foundation. Without this app delivery can be degraded resulting in poor customer satisfaction and reduced business profitability.

Observer® Apex provides the insight and intelligence to deliver unified, comprehensive visibility into network and infrastructure health and status.

When service anomalies do arise or potential security breaches are detected, efficient workflows empower NetOp, DevOp, and SecOp groups to uncover root cause and resolution and fix it, fast.

Specifically, these workflows utilize built-in forensic capabilities to assist IT teams when security initiatives like firewalls, IDS/IPS, and SIEMs are inevitably circumvented.

Know Your Network Like Never Before

“Knowing you network” demands ongoing, in-depth awareness into current and historical activity. It means being able to quickly answer the following questions on a moments notice:

- How are or were devices connected?
- Who is or was communicating?
- What is or was transmitted?
- How far did the questionable actions extend?

Answers to these will point you to the source of the service problem or to the breach location.

Only Apex combines high-fidelity transaction, flow, infrastructure, device, host, and user data. Then it builds an end-to-end visualization of events by applying machine learning and advanced analytics to the captured data.

Uniquely, Apex supports efficient retention of metadata and underlying supporting information long-term to enable post-event investigations. This is critical for the common scenario of breaches that go undetected for extended periods of time — this will date too quickly.



Use Cases

“Although often siloed, NetOps and SecOps teams share the common goal of maintaining secure, high-performance network infrastructures. Infrastructure and operations leaders can leverage shared data and tools to optimize budgets, avoid duplication of effort and improve the end-user’s experience.”

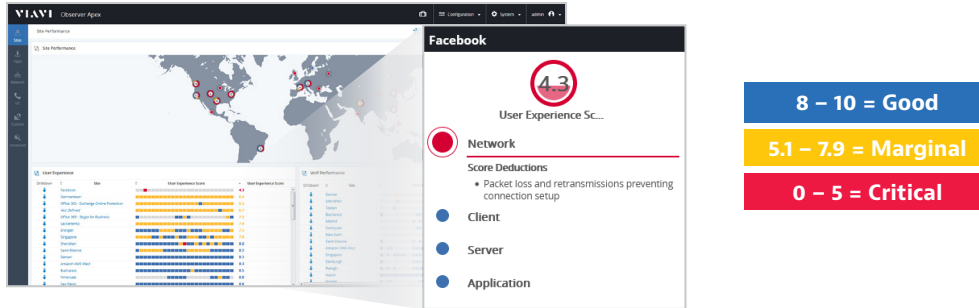
“Align NetOps and SecOps Tool Objectives With Shared Use Cases”
By Gartner analysts Sanjit Ganuli and Lawrence Orans, July 24, 2018

Network Performance

End-User Experience Scoring

Apex removes the guesswork from assessing user satisfaction using patented analytics powered with machine learning to accurately measure all conversations. Each is scored between 0 to 10 using color coding and grading to represent performance from the user's perspective taking into account unique environmental and application behavior to eliminate false positives.

Scores provide visibility into a single user's experience or can be expanded to view groups of users defined by site, geolocation, or other constructs as needed. Apex takes this a step further by isolating the problem to the network, client, server, or application domain with easy-to-understand problem statements.



Custom Business Level Dashboards

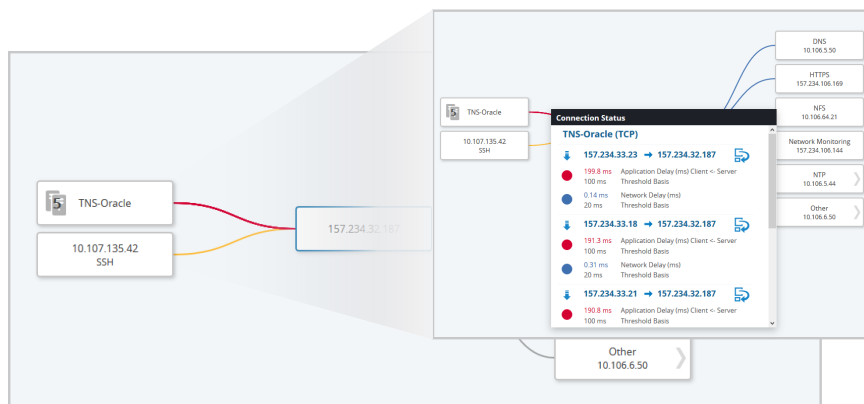
Geolocation-based, user-defined dashboards enable integrated, enterprise-wide situational awareness into service delivery health.

Troubleshooting Workflows

Site and technology driven workflows integrated with end-user experience scoring means IT teams can gain instant world-wide situational awareness of all resources and then quickly drill down to an individual user for rapid problem resolution.

On-Demand Multi-Tier Application Intelligence

On-demand application dependency mapping offers fast discovery of app interdependencies and ad hoc rendering of maps visualizing these complex relationships with clarity. With a single mouse-click, Apex generates the entire map, and automatically determines the worst connections based on application and network delay threshold deviations. All connections are then sorted by status (critical, warning, and good), so users can quickly assign troubleshooting priority.

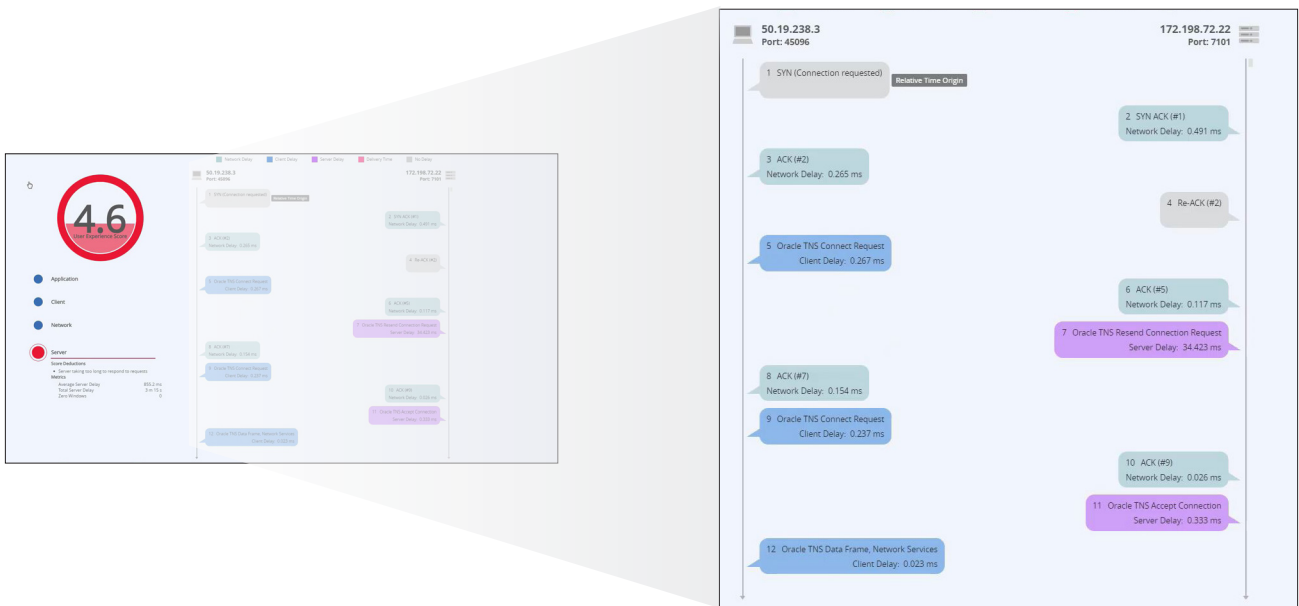


Network Forensics

Observer network forensics integrates two complementary data sources; traffic and enriched flow while maintaining access for extended periods of time. Getting to the root cause of many performance issues and most cybersecurity breaches begins with metadata and intuitive dashboards but frequently ends with logical workflows leading to visibility into underlying data. That’s why Observer keeps supporting details for longer periods of time.

As described above, nearly all performance anomalies are quickly isolated with end-user experience scoring. However, when higher fidelity data is required, supporting data is instantly available.

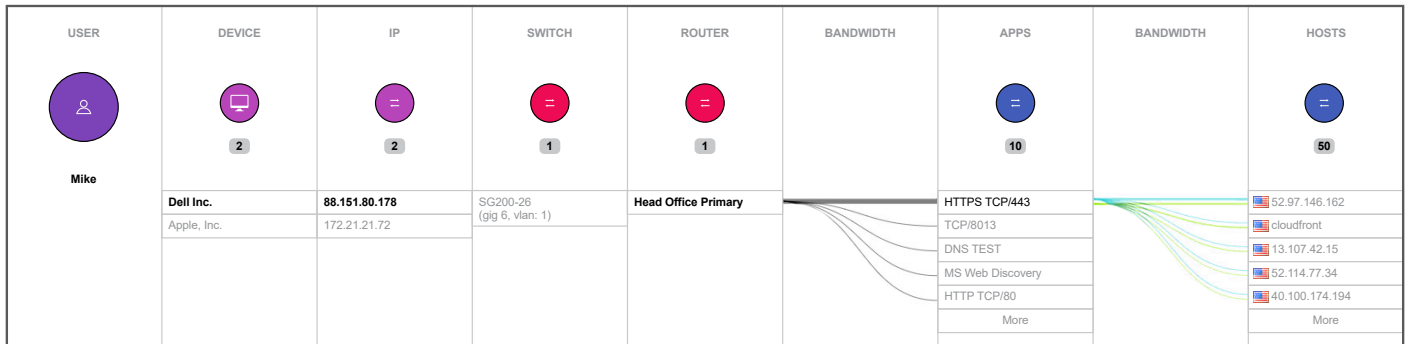
Traffic Forensics



End-user experience score with associated connection dynamic conversation breakout

The entire conversation of every transaction—from beginning to end—is available for review and investigatory actions. Global dashboard to individual packets, whenever required in just a few steps.

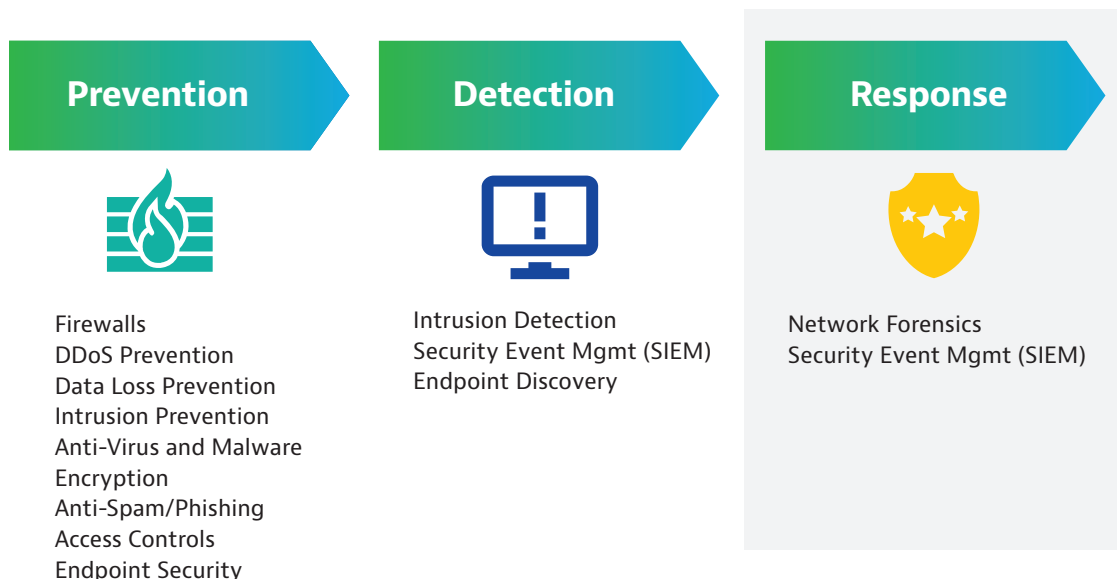
Enriched Flow Forensics



IP Viewer visualization of user activity across the network infrastructure for every transaction

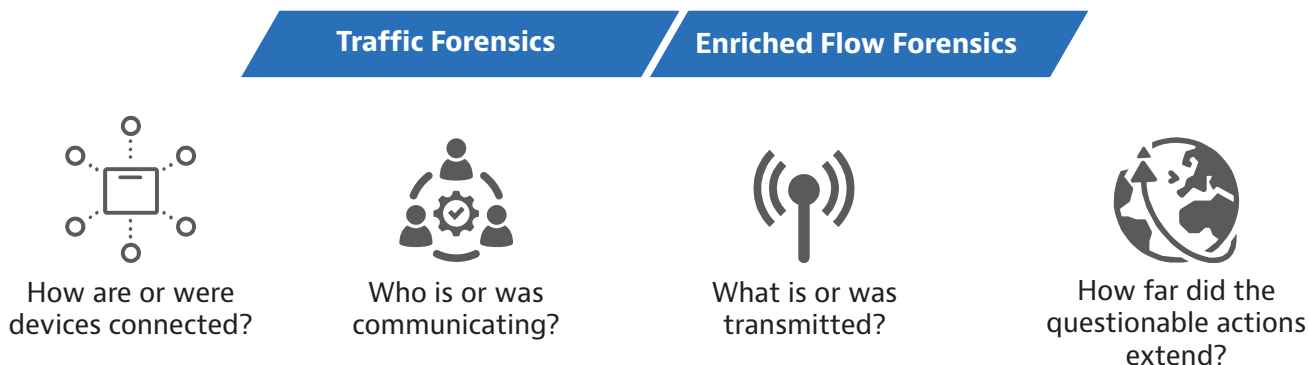
By compiling Layer 2 to Layer 3 insights into a single enriched flow record, Apex can produce unique, interactive visualizations that illustrate the relationships between User, IP address, MAC address, and application usage in the network. Apex users can simply enter a name/username and immediately find all devices, interfaces, and applications associated with it. Finding out what's connected and who's communicating across your network has never been easier.

When it comes to cybersecurity, the best protection against threats demands a three-prong strategy of prevention, detection, and response.



For many organizations, the focus is frequently prevention and detection—until a breach is confirmed and the urgent war room scenario begins to respond to the threat. It is at this point having ready access to all network activities going back-in-time from the present is critical to limiting damage and confidently sounding the “all clear”.

This is where network forensics is priceless. Apex delivers with the combined power of traffic and enriched flow forensics getting your business back and running by answering the how/who/what/where of every cybersecurity breach and the bad actor(s) that perpetrated the event.



By answering these questions, IT teams can quickly determine the “attack vector” (how the malefactor circumvented prevention and detection measures to gain entry) and what IT services, devices, or sensitive customer/business data were compromised. Once this is accomplished, containment is possible and damage assessment finalized.

Features and Benefits Summary

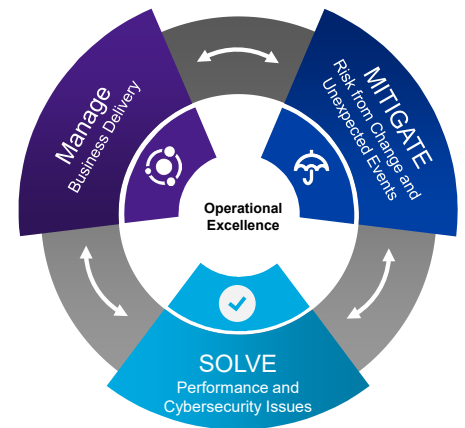
- Business level dashboards for global awareness into IT service availability for NetOps, SecOps, and DevOps
- Integrated network performance and forensics for fast service anomaly and rapid cybersecurity breach response
- Machine learning powered End-User Experience Scoring takes the guesswork out of troubleshooting application and service issues
- Dual site or technology-based workflows synchronized with End-User Experience Scoring for fast-path to resolution navigation
- On-demand application dependency mapping enables fast multi-tier application visibility with no configuration required
- Comprehensive Forensics Data: Combined traffic and enriched flow data sources deliver high-fidelity information to IT teams

Observer Overview

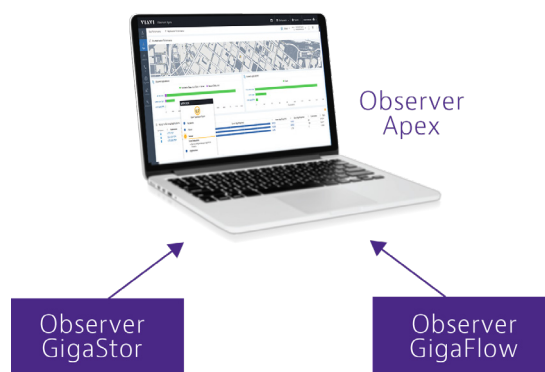
Observer is a network performance monitoring and forensics solution ideal for satisfying business goals and providing IT operational intelligence for all key stakeholders by enabling optimal service delivery with flexible dashboards, streamlined workflows, and intuitive visualizations.

The process starts with unified high-fidelity data from GigaFlow and GigaStor. Then working together with Apex, advanced machine learning and analytics are applied.

The result is global IT situational awareness with integrated troubleshooting workflows and efficient cybersecurity investigations.



Observer offers business leaders and IT with comprehensive visibility into their network, allowing them to manage daily operations, mitigate risk, and solve problems faster than ever before.



Contact Us **+1 844 GO VIAVI**
(+1 844 468 4284)

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visit viavisolutions.com/contact

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