

New Solution Quickly Identifies Network and Application Delivery Problems

A Tangled Web We've Woven

The complexity of today's large enterprise networks has really put a strain on IT organizations, whose goal is to keep connections and applications running smoothly for all end users across the LAN and WAN. With an ever-exploding number of IP endpoints and distributed applications, identifying the core cause of sluggish performance and slow response time has become extremely challenging. As a result, end users are the "first responders" to network problems more than 75 percent of the time—a major productivity drag on any enterprise. (Source: Ashton, Metzler & Associates)

Once a trouble ticket is issued and help desk personnel become involved, they often lack the appropriate tools needed to correlate disparate symptoms and to rapidly identify core problems. Yankee Group estimates that 90 percent of today's network troubleshooting efforts are spent in identifying and locating the sources of problems, dwarfing the time it takes to actually resolve and close out trouble tickets. And as IT staff are painfully aware, every minute that is wasted by finger-pointing or chasing symptoms of endpoint and application performance problems has a direct, bottom-line impact on business productivity.

Introducing Rapid Problem Identification

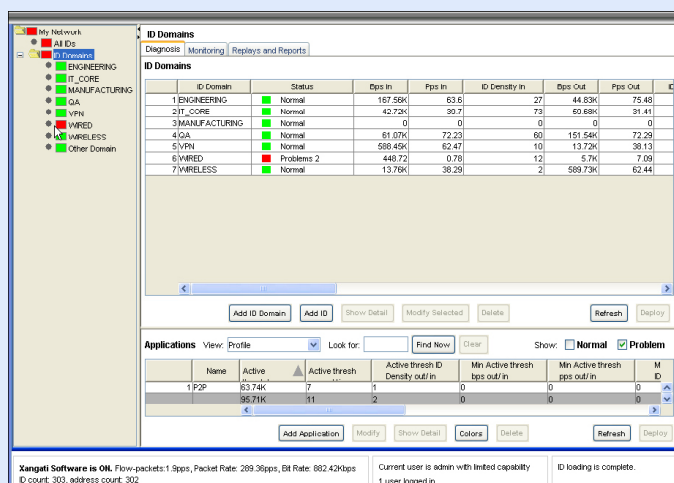
A revolutionary, new technology is now available that streamlines the process of identifying network and application delivery problems. Called rapid problem identification, this technology can pinpoint application and performance issues across the LAN and WAN in record time, allowing IT staff to become the first responders to problems—before end users and applications are adversely affected. Rapid problem identification solves both common and complex problems, such as sluggish mission-critical applications, the misuse of P2P applications, an underutilized load balance link, or lethargic intranet performance—all which have an adverse effect on employee productivity.



Xangati – First to Respond

The Xangati™ rapid problem identification solution helps IT organizations get to the heart of complex problems quickly. It does so through an entirely novel methodology that puts primary focus on the

IP endpoints (e.g. laptops, security sensors, medical devices, and PDAs) and the applications they produce and consume. Our solution includes a patent-pending, precision profiling engine that establishes individual, dynamic profiles for each endpoint and every application, resulting in the collection of all symptomatic issues that they may experience. Now, IT staff can rapidly filter through symptoms to precisely identify core problems.



The screenshot shows the Xangati software interface. The top section is titled 'ID Domains' and contains a table with the following data:

ID Domain	Status	Dpps In	Ppps In	ID Density In	Dpps Out	Ppps Out	IC
1 ENGINEERING	Normal	167.56K	63.6	27	44.63K	75.48	
2 IT_CORE	Normal	42.72K	39.7	73	69.68K	31.41	
3 MANUFACTURING	Normal	0	0	0	0	0	
4 QA	Normal	61.07K	72.23	60	151.54K	72.29	
5 VPN	Normal	588.45K	62.47	10	13.72K	38.13	
6 WIRED	Problems 2	448.72	0.78	12	5.7K	7.08	
7 WIRELESS	Normal	13.76K	38.29	2	569.73K	62.44	

Below the table are buttons for 'Add ID Domain', 'Add ID', 'Show Detail', 'Modify Selected', 'Delete', 'Refresh', and 'Deploy'. The bottom section is titled 'Applications' and shows a table with columns for Name, Active, Active thresh, Active thresh ID, Density out/in, Min Active thresh, Min Active thresh, and M ID. The table contains two rows of data for P2P and 95.71K applications.

The Xangati provides IT with a user interface that allows them to rapidly correlate specific issues with other symptoms experienced on the infrastructure. Actionable information about the source of the core problem allows a quick problem resolution to get the applications up and running to normal quality levels.

Traditionally, it would take up to five different tools to correlate these symptoms to find core problems. The Xangati solution is 10 percent of the CAPEX cost of agents and probes and requires only .3 percent of the installation and integration time of management solutions. Xangati makes IT the First to Respond™, rather than end users.

Customer Quotes

“My team and I were incredibly pleased to see the immediate benefits of the Xangati solution,” states Paul Roybal, CIO Bernalillo County, New Mexico, “We had other products on hand that allowed us to monitor interactions, but these tools were not allowing us to get out in front of the problem. Almost right away we were seeing results with the Xangati solution in helping us identify the source of these complex application responsiveness issues. In a number of the initial problem cases which included a sluggish email server, an intermittent DNS failure and endpoint hijacked for spamming, we were already seeing our problem identification cycles shrink down by at least 33%.”

“A few of my customers (email spammers flying under the radar) were disrupting the network by intermittently hogging bandwidth and preventing other customers from maintaining appropriate service levels,” said Tom Dominico, information systems manager of Kerman Telephone, a broadband provider. “Once I installed the Xangati solution, I was quickly able to identify the culprits and take action. I was surprised by how easy it was to install and integrate the Xangati box, without any need to modify our network. Given what we accomplished on that first day, we can already point to a return on investment.”

A network operations manager from a large Ohio University said, “I spent half of my day, every day, trying to track down P2P users. With Xangati, I am able to see exactly who is engaged in P2P traffic and map an IP address to a specific user identity.”

Summary

Xangati is the first rapid problem identification solution built for today’s complex network. By profiling and monitoring the interaction between each endpoint and application, Xangati is the only solution that catches all symptoms necessary to identify core problems. By eliminating the need for probes and agents, Xangati drastically reduces costs in CAPEX, installation, and implementation. Be first to respond — rather than your users.

Learn more about the Xangati solution at www.xangati.com and request a demo. Or send an email to demo@xangati.com.