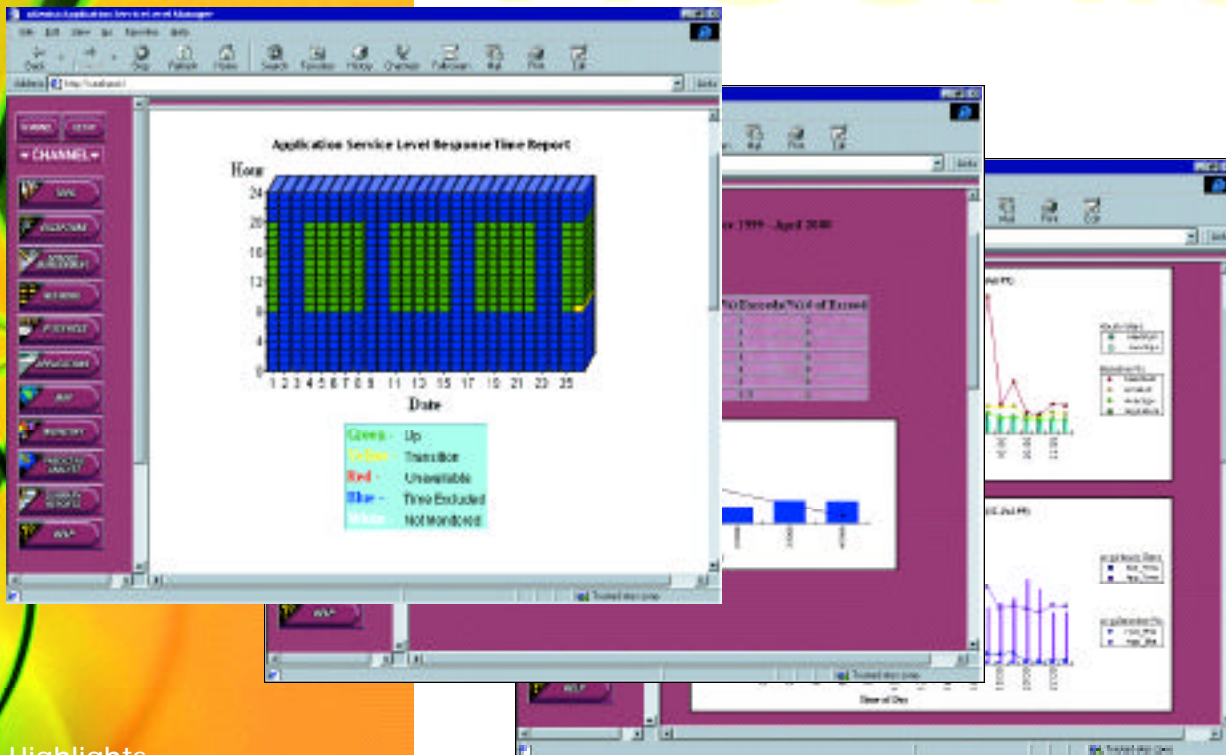


Quantify the impact of application performance

nGenius Application Service Level Manager™



Highlights

- Directly measures end-to-end response times in complex e-business environments
- Provides 7x24 service metrics to ensure the efficient delivery of mission-critical applications
- Delivers business-relevant information on end-user transactions
- Prevents application service degradation through proactive management
- Verifies that agreed-upon application service level objectives are being met

With nGenius Application Service Level Manager, e-businesses now have an effective tool to compare application performance against specified business goals. This cutting-edge technology monitors application service quality by continuously measuring application and network response time, both when traffic is heavy and when the network is idle. IT and business managers can be confident that their networks deliver fast and reliable online services and that their customers are getting the performance they expect.

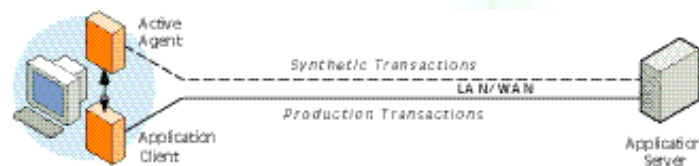
Fast application delivery wins business. Continuous service delivery in today's non-stop e-business world mandates that companies consistently track application performance at the user level. Synthetic Transactions™ – the key technical component of the nGenius Application Service Level Manager – offer a practical way for IT and business managers to be proactive in managing the most critical aspect of their business: the online business experience.

The Application Management Advantage -- NetScout Active Agent Technology

Synthetic Transactions provide a flexible and powerful way to track application performance. Active agents are lightweight Java applications deployed on or near the desktop to "test" the application environments for end-to-end response time. A single agent can represent multiple end-users, providing a cost-effective approach to tracking business transactions.

The nGenius Application Service Level Manager Contains:

- Application management for tracking response times from the user's perspective
- Application service level management for comparing performance against business objectives
- Active agent technology for simulating end-user transactions 7x24
- Intelligent alarming for early warning when service levels degrade



Synthetic Transactions provide a complete understanding of the end-user business experience.

nGenius Application Service Level Manager™

Drive Application Availability with Business-Relevant Reporting

Measure End-to-End Availability and Response Time, 7x24

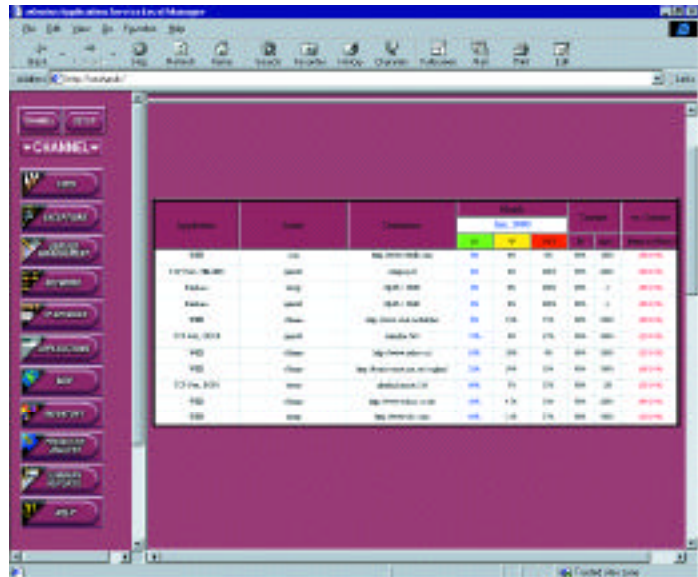
nGenius Application Service Level Manager offers network managers a simple and powerful approach for measuring application transactions and evaluating business processes from the end-user perspective, any time of day.

Gather better information using Synthetic Transactions.

nGenius Application Service Level Manager:

- Issues application-level transactions to an application server across the network at customizable intervals
- Installs easily without the need to modify application software
- Delivers data points as often as once per minute, depending on the need

By using autonomous agents that generate their own transactions, highly-accurate availability and response-time metrics can be obtained around the clock.



Active agents mimic end-user transactions to provide the most accurate availability and response-time metrics.

Compare and Report on Service Level Objectives Based on Business Priorities

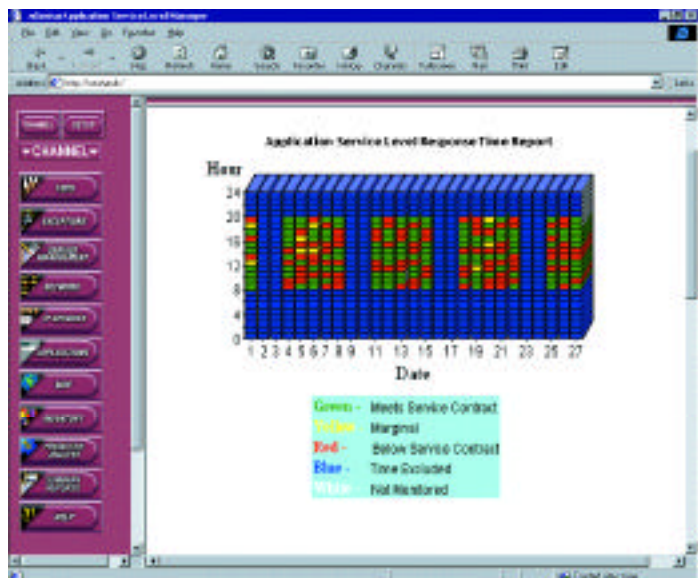
IT and business managers may specify response times and verify application and network service level agreements (SLAs) by end-user and transaction types for database applications. Service levels may be measured from one local office or from hundreds of offices across the country.

Verify performance with service level management.

nGenius Application Service Level Manager:

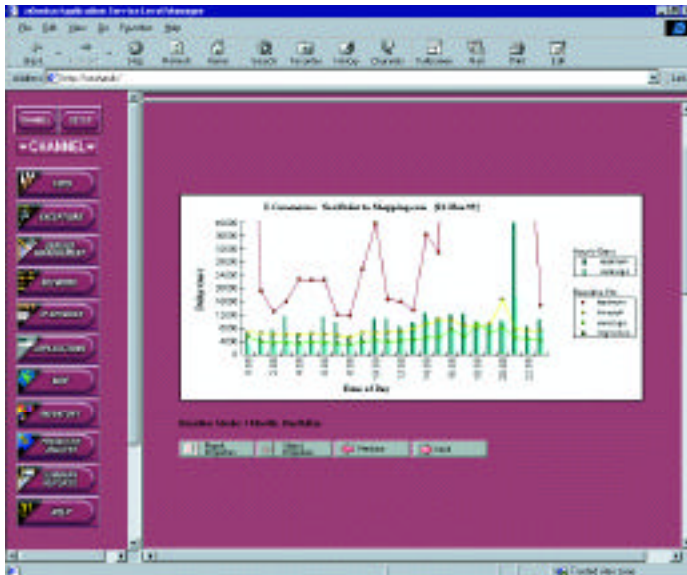
- Offers business-relevant reports that provide information on an hourly, weekly and/or monthly basis
- Allows for exclusion zones so that off-prime hours, weekends and planned outages can be ignored if desired, providing the highest level of accuracy in response-time metrics
- Presents complex service level data clearly so it may be quickly scanned by high level audiences; drill down paths provide detail for technical audiences

Automatically generated availability metrics include total availability, mean time between failure (MTBF), and mean time to repair (MTTR). These allow managers to understand true network up-time.



Intuitive reports summarize actual application service levels against objectives by the day, month, quarter or other customized periods. Reports present high-level information with excellent drill down capabilities for greater detail.

nGenius Application Service Level Manager™



Proactive service level management lets IT professionals set performance objectives and anticipate potential problems in time to take corrective action.

Manage Application Services Proactively

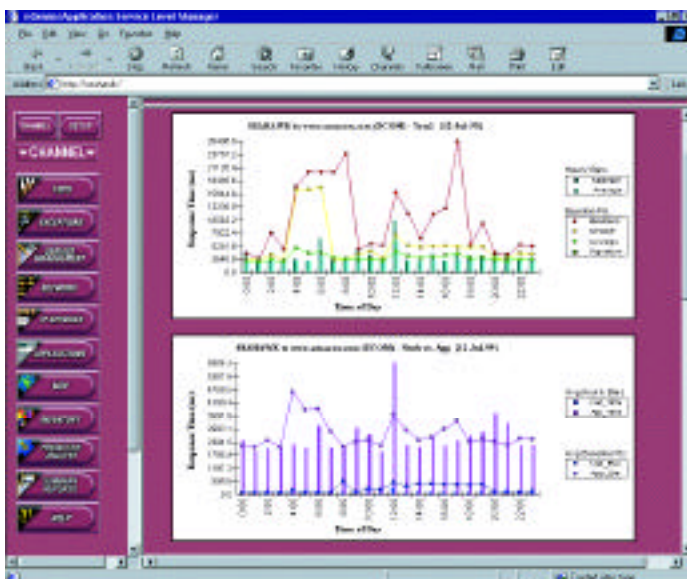
Understanding "normal" application behavior is the key to proactively managing service delivery. NetScout's Traffic Signature™ technology identifies recurring and random traffic patterns to "fingerprint" application behavior at a more granular level than the typical "weekly average." Traffic Signatures generate more meaningful information for reporting and trigger relevant exceptions for intelligent alarming that ensure the delivery of business critical applications.

Optimize application availability with intelligent alarming.

nGenius Application Service Level Manager:

- Filters out spurious alarms, alerting only when necessary
- Generates alarms automatically on any traffic that significantly deviates from a predetermined Traffic Signature, for effortless application management
- Sets thresholds to prevent alarm "floods" by ensuring that only response-times that deviate from the 90th percentile will generate alarms

Alarming functions support pagers and e-mail as well as SNMP traps, notifying managers when service level conditions reach threshold limits.



IT staff can drill down into transaction details involving URL redirects, sub-transactions and cookie handling to isolate problems and identify areas for improved performance.

Gain Visibility Into Application Response-Times in Complex Environments

Optimum responsiveness and availability of applications, servers and devices are critical for managing the business. The key to managing application performance is tracking not only on the main business transactions, but also on their individual components. IT professionals count on nGenius Application Service Level Manager for obtaining a complete understanding of the performance of Web-enabled, database and custom applications, as well as IP services such as e-mail, FTP, and telnet.

Obtain insight into sophisticated transactions with agent technology.

nGenius Application Service Level Manager:

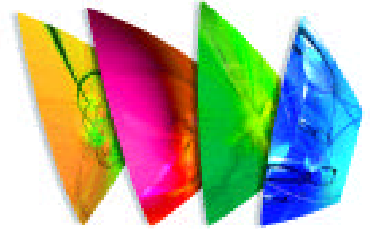
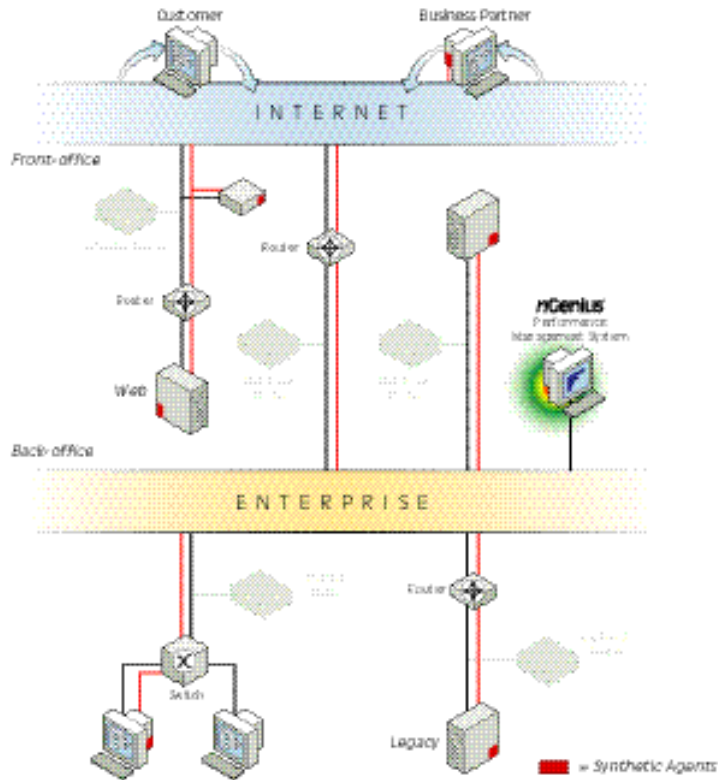
- Provides active monitoring of sophisticated e-commerce sites that utilize the latest in Web technologies including dynamic cookies, SSL, and URL redirects for visibility into the total Web environment
- Delivers information on overall response time, plus detailed analysis at the sub-transaction level to isolate the source of application degradation

Either in straight-forward or sophisticated e-business environments, active agents allow IT managers to ensure the reliability of application services.

nGenius Application Service Level Manager™

Track end-user transactions everywhere, any time of day

nGenius Application Service Level Manager provides availability and response-time metrics on Web transactions, database and custom applications allowing IP professionals to align application and network performance with specific business goals.



nGenius™

Performance Management System for e-Business

The nGenius Performance Management System is comprised of:

- **nGenius Application Service Level Manager™** – Delivers application and network service level reporting that reflects actual business processes
- **nGenius Capacity Planner™** – Profiles and predicts application, network and device traffic patterns to establish future network resource requirements
- **nGenius Real-Time Monitor™** – Proactively detects, analyzes and rapidly resolves e-business application problems from the Web site to the back-office

...it's nGenius

System Requirements

Server System Requirements for nGenius Application Service Level Manager

Operating System	Hardware Platform	RAM	Disk Space*
Windows NT 4.0 with Service Pack 6	Intel Pentium III	512MB - 1 GB	8-24 GB
Windows 2000	Intel Pentium III	512MB - 1 GB	8-24 GB

*Recommended disk space needed to enable memory for logging.

Client Browser System Requirements

Operating System	Hardware Platform	Browser	Disk Space*
Windows NT v4.0 Server Windows 95, Windows 2000	Intel Pentium III	Internet Explorer v5.01	1 GB

*Recommended disk space needed for operating system and browser.

Active Agent Requirements

Operating System

Windows NT v4.0 Server
Windows 95, Windows 2000
Solaris v2.7
Linux v6.1



NetScout.

Because the network is the business.™

NetScout Systems, Inc.
4 Technology Park Drive
Westford, MA 01886

Tel: 978-614-4000, 888-999-5946

Fax: 978-614-4004

e-mail: info@netscout.com

Web: www.netscout.com

Copyright © 2000 NetScout Systems, Inc. All rights reserved worldwide. NetScout is a registered trademark and the NetScout logo, "Because the network is the business", nGenius, nGenius Application Service Level Manager, nGenius Capacity Planner, nGenius Real-time Monitor, and nGenius Probe are trademarks of NetScout Systems, Inc. Other brand and product names are trademarks of their respective holders. NetScout Systems reserves the right to make changes in its technical information and specifications and service and support programs.