



## VISUAL PERFORMANCE MANAGER

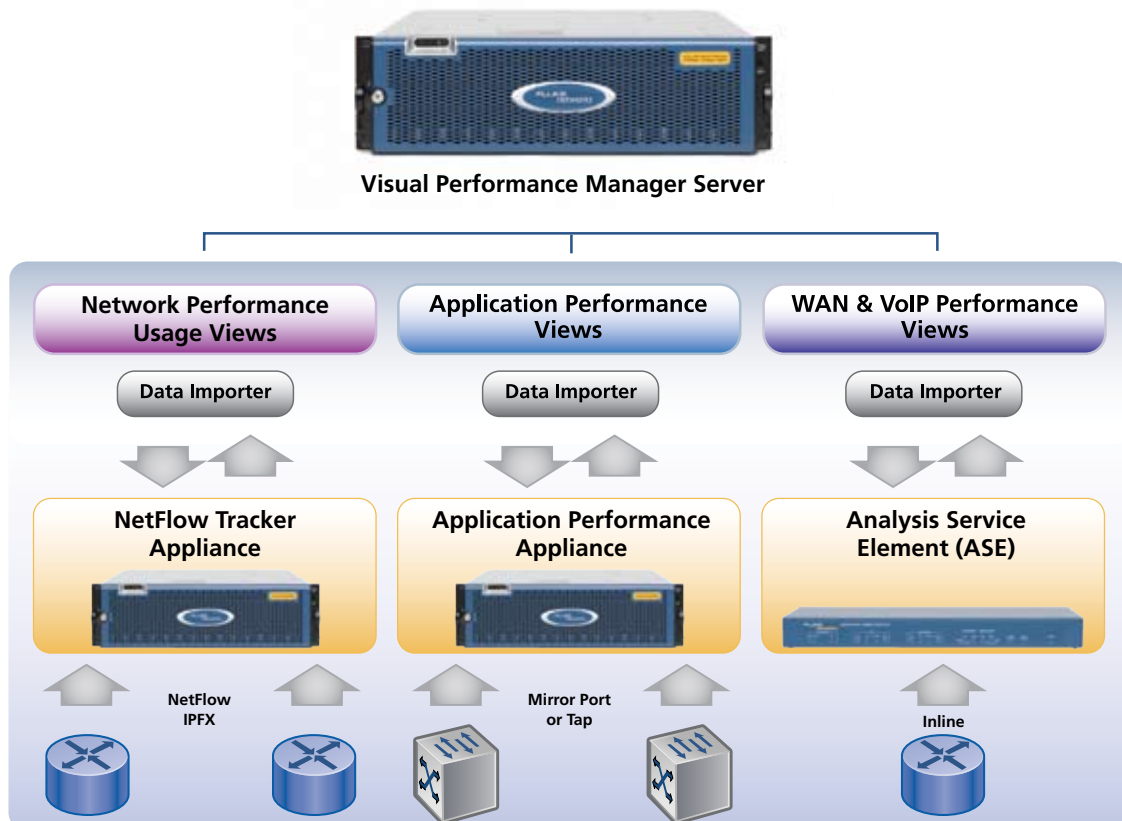
*A unified system that provides unparalleled breadth of visibility and depth of analysis to help organizations effectively deploy, manage, solve and optimize the delivery of enterprise applications.*

DEPLOY  
MANAGE  
SOLVE  
OPTIMIZE

**Visual Performance Manager** is maintained on a centralized server and pulls data from a wide range of data sources to give each user customized, actionable views for their unique needs.

Supported data sources include network infrastructure data, dedicated probes and appliances to provide passive and active testing, full-flow capture and transaction forensics. Users include IT departments in enterprises that manage their own networks, enterprise subscribers of managed network services, managed service providers and telecommunications service providers.

## Visual Performance Manager Architecture



# OPTIMIZE

The proliferation of converged voice, video and data networks creates some unique challenges for IT organizations as they align with corporate business objectives to meet end-user quality of experience requirements.



## Optimize Converged Voice, Video and Data Networks

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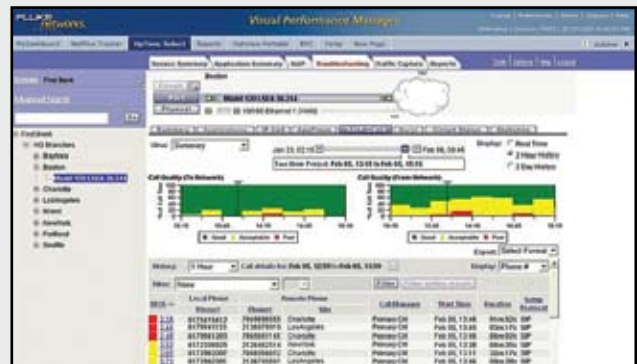
An effective QoE management strategy begins with the ability to monitor critical applications such as VoIP across distributed enterprises with end-to-end visibility. Fluke Network's Visual Performance Manager arms IT organizations with broad visibility and in-depth analysis capabilities that show how one may be affecting the other.

Visual Performance Manager meets the challenges of optimization over converged voice, video and data networks with proven solution capabilities that address the following:

- Merge and leverage data sets from different analysis sources (NetFlow, SNMP, probe-based stats, etc.)
- Customized application growth reports
- Centralized web access
- Consolidate and leverage troubleshooting information



View end-to-end actual call performance including MOS scores and degradation factors.



Visual Performance Manager can measure metrics for actual VoIP calls.

# SOLVE

One important element of an effective management strategy is being able to quickly resolve problems down to problem domain and root cause. In order to accomplish this task successfully, organizations require a solution that is not stifled with only one core troubleshooting methodology since different problems will require different ways of getting at root cause.



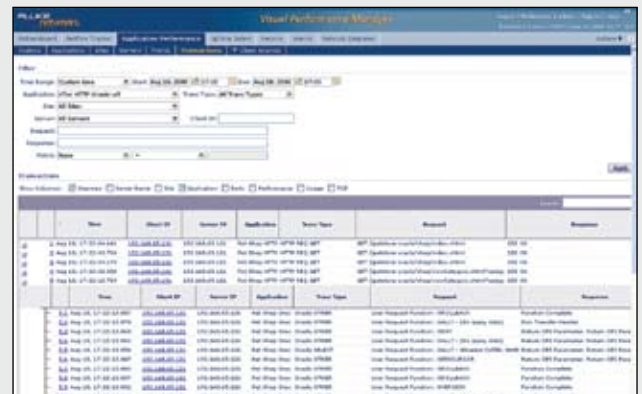
## Solve performance problems faster

Fluke Networks realizes this fact and has designed a robust unified solution that can utilize different types of data sources depending on the problem at hand. And most importantly, the reporting, regardless of data source, is rolled up into a centralized view with easy to understand charts and graphs tailored to individual users unique reporting requirements.

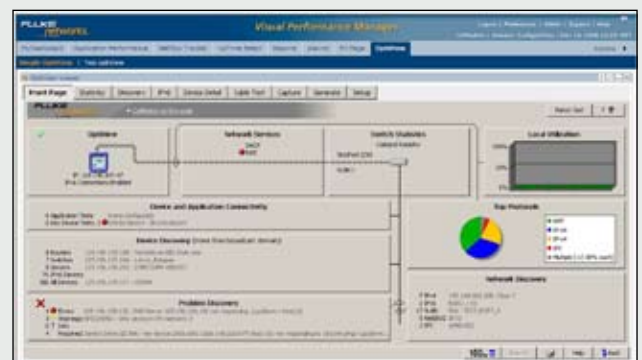
Problem domain isolation becomes simplified as the cause of performance problems are quickly pinpointed between service provider issues or enterprise issues and even further down to (application, server or network). Mean Time to Repair (MTTR) times will drop and end user Quality of Experience (QoE) will rise.

Visual Performance Manager meets the challenges of deploying new technologies and infrastructure change with proven solution capabilities that address the following business needs:

- Streamline workflow in network and application troubleshooting
- Display real-time network, application, server and network performance
- Understand the severity and impact of problems
- View and report on every conversation, host and protocol traversing the network
- Identify who is affected by a slowdown or outage
- Isolate specific network, data link and physical layer issues with critical WAN links
- Consolidate and leverage troubleshooting information



Fast problem resolution with visibility into business critical multi-tier applications with time-correlated backend transactions



Visual Performance Manager can help you consolidate views with site based troubleshooting tools by creating a single pane of glass for portable data collectors (like Fluke Networks Optiview Network Analyzer). This allows you to holistically manage all reports and data from one location.

## *Visual Performance Manager – Optimizing Networked-Application Delivery*

*To ensure continuous delivery of critical business services, Visual Performance Manager provides enterprise views of critical applications so that you can proactively focus on problematic application, site or server before impacting user productivity.*



# DEPLOY

Deployment of new applications and WAN services can be challenging in today's complex network environments. Some of the most challenging aspects of change lie in datacenter consolidation, MPLS WAN migration, and implementation of Voice over IP.



## Deploy applications and WAN services

An inability to baseline server and application availability across a distributed enterprise before change can cause an organization to be “flying blind” when attempting to integrate new applications and people. The key is to be able to measure the effectiveness activities both before and after change. The solution is to gain in-depth visibility throughout a distributed infrastructure reporting up to a single point of reference to report server and application availability.

Visual Performance Manager meets the challenges of deploying new technologies and infrastructure change with proven solution capabilities that address the following business needs:

- Validate network readiness
- Reduce user impact by understanding actual bandwidth requirements
- Compare current application performance to historical baselines
- Validate and maximize CoS configuration
- Monitor bandwidth allocation and protocol makeup for ALL traffic
- Ensure delivery of VoIP services with quality metrics for every link and call-by-call details



Visual Performance Managers application performance dashboard allows you to quickly see the worst performing applications, servers and sites without a single mouse click.

Visual Performance Managers application status allows you to quickly view the status of all applications in a defined group, and then the ability to drill down and see affected sites.

# MANAGE

There are two types of changes that organizations must be prepared to manage, planned changes and unexpected events. Each has its own unique challenges and IT organizations should have a comprehensive management strategy in place.



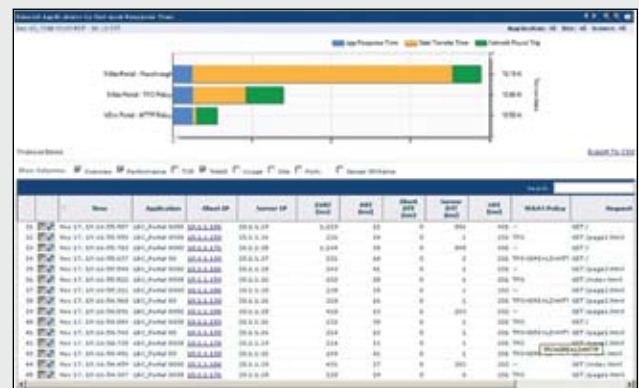
## Manage planned changes and unexpected events

An effective strategy for managing planned change includes the ability to take a performance baseline, which will allow you to measure the impact of performance and end-user experience after change.

An effective strategy for managing unplanned change and events should be broad in its ability to see throughout the distributed enterprise as well as be able to obtain in-depth analysis data that rapidly isolates a problem to the application, system or network. Once the problem has been identified, having a single point of reference that all job functions within IT can reference from their point of view allows disparate teams to collaborate and come to faster problem resolution.

Visual Performance Manager Meets the challenges of deploying new technologies and infrastructure change with proven solution capabilities that address the following business needs:

- Cisco WAAS aware reports provide accurate response time metrics so that you can quickly measure the impact and ROI of a WAAS investment
- Validate the impact of a change (network and application)
- Leverage multiple sources of information under a single pane of glass
- Immediately identify the affected resources (application, server or network)
- Understand current performance in context with historical baselines
- Trending on performance degradation
- Report on bandwidth allocation and application growth



Cisco WAAS "Aware" reports quickly show response time measurements



Visual Performance Manager allows transaction level details to quickly isolate impacts due to network changes.

## Fluke Networks goes beyond the product

### Support

Our Network SuperVision Gold Support Membership Program ensures a better return on your investment by lowering your cost of ownership. *General program entitlements:*

- *Priority technical support* by support technicians located in Seattle, Washington, USA, and Watford, United Kingdom, are available seven days a week, 24 hours a day via phone or at our web site. Gold customers receive priority attention.
- *Software and firmware updates* are provided at no charge (minimum installment of once per year).
- *Unlimited web-based training and discounted pricing* on instructor-led and custom on-site training programs.
- *Exclusive "members only" benefits and discounts* on selected products and promotions.

Visit [www.flukenetworks.com/goldsupport](http://www.flukenetworks.com/goldsupport) for more information.

### Training

Fluke Networks realizes that organizations need professionals who can plan, design, implement, configure, troubleshoot and manage today's complex networks. Let us help you get the most out of your investment in Fluke Networks solutions and learn how to maximize your productivity while staying ahead of your networks issues.

All of the Fluke Networks classes are hands-on, taught by world-class network consultants, and designed to give you the tools needed to solve the complex problems you encounter with your network every day.

For a list of classes and more information, visit [www.flukenetworks.com/training](http://www.flukenetworks.com/training).

### Fluke Networks: Strong partners, superior performance

Our history of innovation, product quality, and customer service began in 1948. Today, Fluke Networks is part of Danaher Corporation, a growing Fortune 500 company and leading manufacturer of professional instrumentation, industrial technologies, tools and components with revenues of more than \$12 billion (USD) annually.

Our technology offerings are used by major carriers including AT&T, Global Crossing, Sprint, Verizon Business and others to run their managed services. Our global reach of sales offices, laboratories, factories, and home and retail environments spans six continents and more than 50 countries and gives customers the peace of mind that they made the right choice in partnering with Fluke Networks for all of their Enterprise Performance Management needs.

### See what a difference Visual Performance Manager can make to your business.

View our online demo and see how easy it is to manage and troubleshoot your network – including application performance management, VoIP troubleshooting, virus identification, and many more – at [www.flukenetworks.com/vpm](http://www.flukenetworks.com/vpm).

Or, for more information, call **1-800-283-5853** in the U.S. and Canada or go to [www.flukenetworks.com/worldwide](http://www.flukenetworks.com/worldwide).



### Technical assistance

Have a question? Need help troubleshooting a technical issue? Looking for knowledgeable advice on which Fluke Networks solutions will best meet your network analysis needs? The certified support technicians at our Technical Assistance Center are here to help.

Call us at **800 283-5853** (U.S. and Canada) or **(425) 446-4519** or visit [www.flukenetworks.com/techsupport](http://www.flukenetworks.com/techsupport).

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Fluke Networks operates in more than 50 countries worldwide. To find your local office contact details, go to [www.flukenetworks.com/contact](http://www.flukenetworks.com/contact).

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