



# ALCATEL-LUCENT VITALSUITE™

Application & Network Performance  
Management Software


MONITOR, MEASURE AND ENHANCE DELIVERY OF MISSION  
CRITICAL BUSINESS SERVICES ACROSS A MULTIVENDOR,  
MULTI-SERVICE INFRASTRUCTURE

.....  
AT THE SPEED OF IDEAS™

Alcatel·Lucent  
Enterprise





A photograph of a modern office building at night. The building has a curved facade with large glass windows and dark, vertical structural elements. The interior lights are on, revealing office spaces with desks, chairs, and plants. The text "THE SYSTEM FOR YOUR NETWORK AND YOUR BUSINESS" is overlaid in white, bold, sans-serif font in the center of the image.

# THE SYSTEM FOR YOUR NETWORK AND YOUR BUSINESS

Successful IT management means implementing an integrated system in which the network, applications and business processes work together to support strategic business objectives. That demands monitoring and visibility into the entire infrastructure, which is best provided with VitalSuite™.

The 'My Vital' portal to the award-winning, industry-leading VitalSuite software provides a personalized view of the network, application, services and business performance from a single, centralized location.

## Centrally manage network, application and service quality

VitalSuite is a Performance Management system that is comprised of four advanced software modules – application management, real-time network monitoring with advanced performance alerts & integrated fault management, traffic flow analysis, and customized reporting. This comprehensive, fully integrated solution is a cost-effective package that provides both historical and near real-time views into everything from complex contact center transactions to mission-critical network resources. It continuously monitors, measures and optimizes performance at every level of IT operations.

### KEY BENEFITS

VitalSuite, the fully integrated end-to-end Application-aware Network Performance Management Solution, offers the following capabilities and resulting benefits::

- + At-a-glance access to personalized performance data that is aligned with an IT operational model
- + Real-time IPv4/IPv6 network-wide visibility for pre-emption of potential network problems
- + Drill-down reports that simplify analysis and planning for every organizational level
- + Proactive tracking of performance problems to their source and thereby maximizing uptime
- + Applications performance monitoring, strengthening support of critical business transactions
- + Enhanced operational performance to protect network investments
- + Immediate system deployment and access to performance data, realizing rapid return on investment (ROI)
- + Advanced alerting, integrated trap management, traffic flow monitoring, 2D/3D topology and reporting capabilities to support efficient root cause analysis





## Network performance management

### **MONITOR, ANALYZE AND PREDICT NETWORK INFRASTRUCTURE BEHAVIOR**

Alcatel-Lucent VitalSuite Net, the network performance management software module of VitalSuite, provides the critical network information necessary to pre-empt problems, optimize resources and plan for maximum return on network investments. This market-leading management tool provides real-time end-to-end, web-based visibility into geographically dispersed, multivendor, multi-technology converged infrastructure. It enables IT managers to pro-actively monitor, analyze, manage and predict service performance from a single centralized location.

### **KEY BENEFITS**

- + Network-wide visibility – monitors data, voice and virtualization performance across the entire IT infrastructure using topologies, paths, domains, groups, services, dashboards and flows
- + Enhanced end-user experience – accesses real-time data to identify performance issues before they affect users
- + Fast, easy deployment – helps network managers identify potential trouble spots, verify service level agreement (SLA) compliance and optimizes resource utilization
- + Unsurpassed investment protection – uses a built-in toolkit to speed integration with existing management systems and emerging technologies
- + Cost-effective price to performance – implements carrier-class management capabilities priced to suit enterprise IT budgets

# True Service Management Technology

Voice over IP (VoIP) service level management requires a solution that addresses the complete deployment cycle, from readiness assessment, to preproduction testing, to production rollout and tuning. VitalNet can generate tests and measure VoIP performance indicators within a network carrying VoIP traffic as well as baseline performance, obtain real-time troubleshooting diagnostics and alarm-on problems. Integrating Bell Labs research developed network probe technology allows VitalSuite to measure the service quality of VoIP services for all types of networks.

## KEY FEATURES

- + Flexible, multivendor and multi-technology support – monitors diverse resource types and more than 600 devices from more than 50 different vendors including the Alcatel-Lucent OmniPCX™, Cisco and SIP end-points, plus Genesys contact center and flow analysis
- + Versatile reporting – provides real-time statistics for efficient, on-target troubleshooting, continuous operations data for monitoring service quality, high-level summaries, and long-term trends for capacity planning
- + Fully automated monitoring – continuously gathers network-wide performance criteria for data and VoIP converged networks, including VoIP leading quality indicators and even the Genesys contact center environment
- + Root cause analysis – consolidated network-wide VoIP dashboard with drill down capabilities into single BPX, end-point and conversation





2D/3D topology views, adaptive statistical thresholding, VM & VoIP monitoring dashboards, integrated trap management and end-to-end path analysis enable proactive identification of network resources that are not meeting specified service parameters, as well as congestion hot spots.

VitalNet offers technically advanced tools to measure, analyze and visualize performance data and immediately identify network resources that have exceeded defined network service levels. Real-time event analysis identifies key events as they unfold providing the time-critical data needed to address emergent problems before they affect users.

## KEY FEATURES

- + Instantaneous event notification using e-mail, graphical screen displays and trap messages
- + Powerful event analysis – advanced tools filter, analyzes and summarizes raw performance data; presents data in instantly comprehensible graphical topology displays with performance alerts and trap events
- + Versatile thresholding – offers default, user-configurable and adaptive (learned from historical data) thresholds, device-specific or network-wide

Flow traffic helps monitor application and network traffic behavior to identify how the network bandwidth is used. IP traffic monitoring helps better manage application traffic priority and bandwidth capacity.

VitalNet offers the integrated flow monitoring capability with the ability to monitor, alert, report, and analyze flow traffic information. Flow data provides additional insight into application network utilization and traffic flow.

## KEY FEATURES

- + Application Flow Monitoring – flow traffic data collection with advanced analysis and drill down for Netflow and **sFlow**
- + Seamless Integration – integrates with VitalSuite RealTime for advanced alerts and VitalSuite Art for customized reports
- + Powerful Analysis Reports – produces top N reports such as application traffic, end-point talkers, conversations.

**sFlow**<sup>®</sup>



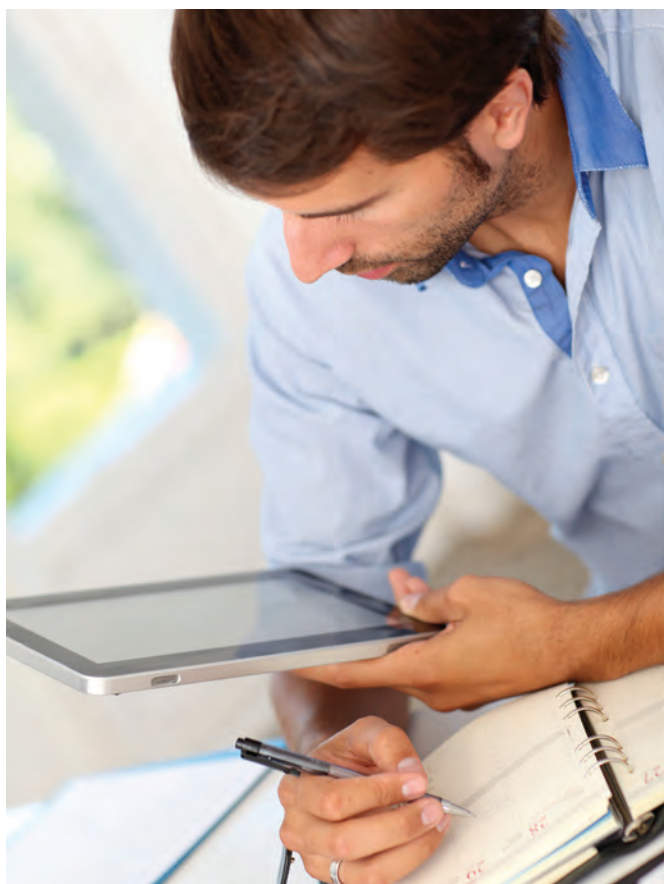
# Application performance management

## STRENGTHEN SUPPORT OF CRITICAL TRANSACTIONS

The Alcatel-Lucent VitalSuite Apps module of VitalSuite gives network-wide real-time visibility for tracking, analyzing and predicting the behavior of all business-critical IP-based applications such as contact centers, e-mail, web server-based applications, Domain Name Services (DNS) and Enterprise Resources Planning (ERP). This versatile performance optimization and fault management system monitors every user transaction from the desktop to the network/Internet to the destination server. Application managers can keep tabs on traffic volumes, application transaction response times and other critical data for evaluating performance and ensuring maximum availability.

## KEY FEATURES

- + Embedded Alcatel-Lucent 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
- + VPN tunnel monitoring and reporting – tracks tunnel set-up and usage time and generates tunnel problem alerts
- + Industry-leading scalability – monitors service quality across today's largest environments
- + 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



# Customizable reporting

## TRANSFORM PERFORMANCE DATA INTO DYNAMIC CUSTOM REPORTS

Alcatel-Lucent VitalART, the advanced reporting toolkit of VitalSuite, is a comprehensive web-based application that enables generation of custom presentation-quality reports and graphs. The unique flexibility of VitalART provides personally customized metrics, counts, report designs, report type, reporting period and report outputs. It provides a versatile, easy-to-use presentation system for performance data with the capability to plot multiple resources on a single graph as well as reporting both application and network data on a single report.

### KEY FEATURES

- + Fully integrated reporting tool – provides access to all VitalSuite Performance Management software data sets, calculations, multi-level domain and group definitions; automatically discovers new collector data added
- + Powerful custom reporting tool – supports a wide variety of chart types with robust cataloging, viewing, exporting and scheduling options
- + 100 percent web-based report administration package – provides reports that can be private or published across the organization
- + Easy to use – out-of-the-box functionality using a wizard-based structure and step-by-step operating procedures



### FOR MORE INFORMATION

Visit the website: [www.alcatel-lucent.com/vitalsuite](http://www.alcatel-lucent.com/vitalsuite)

