

PRODUCT SHEET:
CA NetQoS SuperAgent

CA NetQoS® SuperAgent



CA NetQoS SuperAgent is designed to provide end-to-end application response time monitoring—without desktop or server agents—providing companies with a consistent and common set of service quality metrics that help prove the performance of applications delivered over the network, mitigate risks from planned changes or unexpected events, and resolve problems faster.

Business value

Understanding application response times between infrastructure components is critical to managing end-user experience. CA NetQoS SuperAgent continually measures and analyzes performance, compares the response time against the baselines and thresholds that it calculates, and alerts when performance deteriorates. Convenient reporting helps you focus investment on the areas that require it most and later validate the impact of those changes. NetQoS SuperAgent helps prove the quality of applications delivered over the network with both performance and availability SLA measurements based on real application response times, without synthetic tests, probes, or agents.

Product overview

CA NetQoS SuperAgent is designed to enable rapid troubleshooting of network, performance bottlenecks and provides insight into the duration, frequency, pervasiveness, and severity of problems. An understanding of normal performance is established via automatic, intelligent baselines. When problems are detected, CA NetQoS SuperAgent intuitively gathers diagnostic data that helps further enable faster resolution of performance problems. Convenient application scorecards provide an at-a-glance view of critical application performance, while SLA reporting summarizes both performance and availability of applications. You can measure the before-and-after impact of infrastructure changes on application performance as well as validate the effectiveness of an MPLS migration, VoIP deployment, WAN optimization, QoS policy change, load balancers, and link and server upgrades.

Delivery approach

CA NetQoS SuperAgent has several deployment options that have minimal hardware footprints and leverage multiple collection methods to measure response time across the infrastructure.

CA unites professional, support, and education service elements under a single umbrella, providing your entire IT organization a seamless and fluid customer experience. CA Professional Services gives you insight and control over technology and deployment efforts, which helps reduce risk and accelerates time-to-value. CA Education Services transfers information and insight to increase the value of your CA technology. CA Support Services help ensure your continuous success with trusted expert help and robust self-service tools.

Features

Response time analysis

- Response time broken down to network, server, and application components
- Detailed and summarized reporting via drag-and-drop selection
- Multi-tier application support

Automated baselining

- Comparison of current performance versus historical performance for any network-server-application combination
- Calculations based on the time of day, day of week, and day of month

Service desk/operations center views

- Summary views of application, server, and network performance
- Bubble-up rankings for the most pervasive performance issues
- Simple workflows for incident identification, verification, and proper escalation

Proactive alerting

- Intelligent thresholds constantly adapt to changing network environments
- Customizable tuning for increasing/decreasing alerts
- Out-of-the-box thresholding
- Safeguards for time-over-threshold and false alert prevention

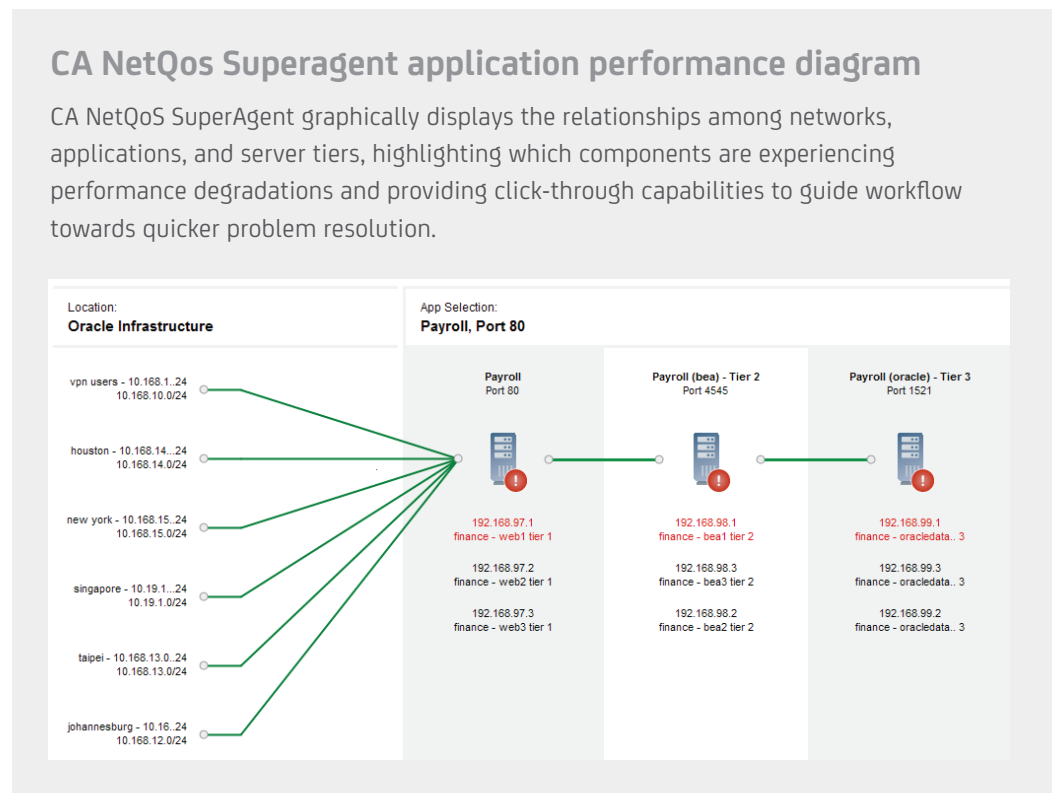
Automated investigations

- Automatic network diagnostics during application performance issues via traceroute, packet capture, and SNMP queries
- Configurable for scheduled or on-demand run

Third-party integration

- Cisco Wide Area Application Services (WAAS) integration for accurate application response times pre- and post-optimization
- Cisco Network Analysis Module (NAM) integration for data collection via blade servers and second-level response time granularity

Figure A



Benefits

CA NetQoS SuperAgent is designed to provide an in-depth understanding of application response time so you can:

Proactively identify problems

CA NetQoS SuperAgent identifies where problems exist within the infrastructure and provides detailed analysis to understand the cause of performance degradation. Convenient application scorecards provide an at-a-glance view of critical application performance, while SLA reporting summarizes either performance or availability of applications.

Conduct rapid triage

Automated troubleshooting and integrated workflows with CA NetQoS GigaStor, the long-term packet capture and analysis module, provide detailed analysis to help quickly resolve issues. Automatically launched TCP or ICMP traceroutes identify the slowest hop in a data path when network performance issues arise. Affected servers are polled automatically for top processes, CPU utilization, memory and disk usage, and interface statistics, and if a potential server availability issue is detected, CA NetQoS SuperAgent actively tests the affected server and applications to verify their status. Application issues receive troubleshooting assistance via automatically collected packet traces filtered for the affected applications and servers, while application port connects are launched to verify service availability when an application availability issue is detected.

Leverage your Cisco infrastructure

CA NetQoS SuperAgent leverages embedded instrumentation and exclusive integration with Cisco technology to give you the complete views into network and application performance that you need to optimize application delivery and facilitate troubleshooting, capacity planning, and management reporting. This technology provides precise, end-to-end application response time reporting available for WAN-optimized networks. CA NetQoS SuperAgent provides before-and-after performance metrics for Cisco Wide-Area-Application Services (WAAS), insight into the effects of load balancing and WAN optimization with detailed performance, health and connection diagnostics using Cisco Application Control Engine (ACE) metrics.

Why CA

CA NetQoS SuperAgent enables application performance efforts by providing a consistent and common set of metrics to help manage end-user experience. It integrates with the CA NetQoS Performance Center and many CA, third-party, or custom IT management tools and embodies CA's Service Assurance vision of simplified, dynamic IT management. CA Service Assurance solutions uniquely link real end-user experience, transactions, and applications with the underlying systems and network infrastructure supporting them so you can understand the real-time performance, risk, and quality of business services across your physical, virtual, and cloud environments.