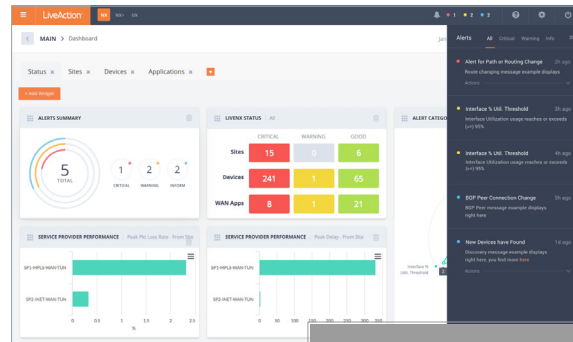


# NetOps Workflow Optimization

## Rapid Incident Response

The team is activated, what is the situation?

NetOps teams live the reality of prioritizing their resources between incident management and planned projects. Each day the team could face a severity 1 incident that affects access for customers, employees or partners. Managing the complexity of multi-vendor, multi-domain and multi-cloud enterprise networks needs to be easier, with fewer tools. Having continual monitoring of the applications, service tunnels and network connected devices is a must in order to manage SLAs and MBOs.



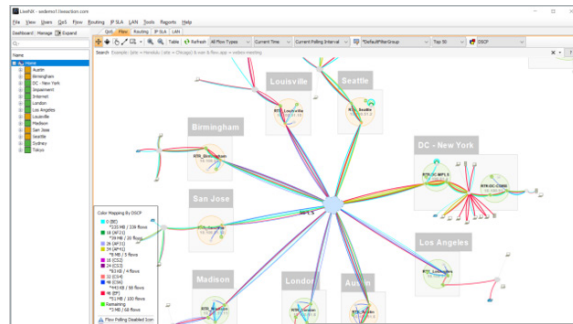
**Dashboard**

- End-to-End Visibility
- Proactive Alert Notification
- Custom Widgets and Datasets

## Workflow Optimization

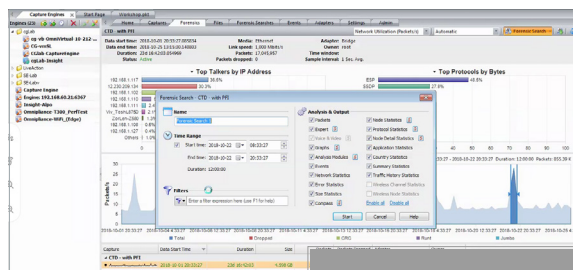
Notification of an incident, or of a pending incident, can be analyzed, triggered or received in several forms depending on the tool set within the IT organization. Once the team is notified triage and troubleshooting takes on the highest priority. Starting with dissecting the known data and forming a mental model of what is affected, in which parts of the organization while dissecting the symptoms and indicators.

With a click, access the rich visual analytics within LiveNX. The Geo Topology Views display real time flow data for rapid end to end assessment. NetFlow, IPFIX, etc transport current performance data that LiveNX leverages to isolate the IP range and characteristics hop by hop for end to end path quality. Taking this meta view NetOps can extract a time range and the logical topology to trigger a packet capture from LiveWire for a deeper analysis at the packet level.



**Network Flow Analysis**

- Real-Time Topology View
- Historic Playback
- NetFlow, IPFIX, sFlow, jFlow, etc.



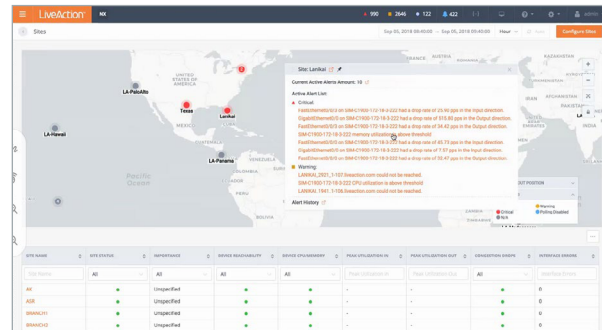
**Network Packet Analysis**

- Remove Blind Spots
- Packet Analysis
- Root Cause

## Alert or Insight Notification

### LiveNX Dashboard

NetOps Dashboards provide a single pane of glass into your organizations networked application environment. The dashboard is fully customizable with widgets and a menu of data to be visualized. A key element of a real-time status view is integrated alerting. Alert notifications can be represented several ways, but here we show the Geo Map View with a site Alert highlighted. This provides valuable semantic data for NetOps teams, such as: time stamp, location, event that triggered the Alert, etc.



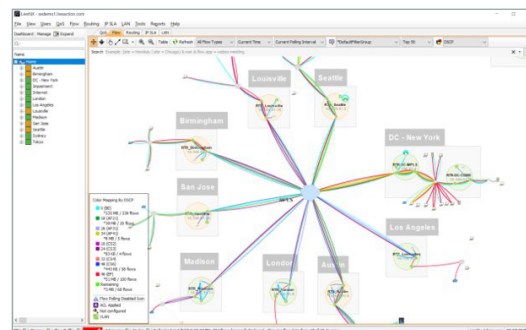
LiveNX Alert Management

## SLA Validation

### Flow Topology Views

Flow topology views deliver real-time status of sites, devices, interfaces, VPNs and service provider transport for continual monitoring of your active environment. LiveNX aggregates data from multiple data sets to provide end to end network visibility:

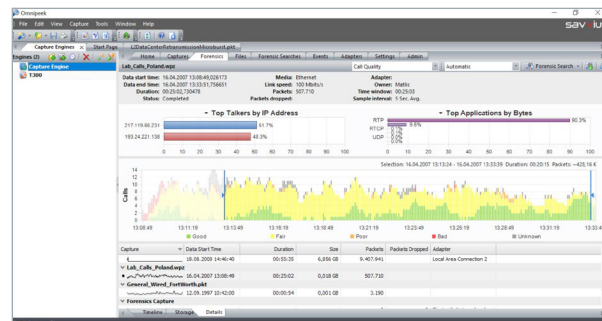
- ➔ Flow (Netflow) and SNMP data from any network element (vEdge, ISR1000, ISR4000, ENCS5000, UCS, ASR1000 series) to gather inventory, topology and flow performance information.
- ➔ API data and direction – Cisco SD-WAN vManage for BFD (Bidirectional Forwarding Detection) as well as AppID (Application Identification) from Cisco ISE (Identity Service Engine) with PxGrid integration.



LiveNX Flow Topology View

## Root Cause Verification

- ➔ LiveWire automatically begins collecting network statistics and trend data for immediate display and long-term reporting.
- ➔ Users can instantly access in-depth analytics on network activity such as bandwidth utilization, application response times, flow volume, packet types, expert events, security events, and VoIP calls.
- ➔ Collect key network performance indicators and display the results in your web browser.
- ➔ Eliminate travel to remote locations for network troubleshooting.



Omnipeek Packet Analysis



### About LiveAction

LiveAction is an enterprise software company that simplifies the network for better digital experiences by providing continuous insight, service assurance and control of enterprise networks. Our award-winning network performance and analytics platform, LiveNX, offers a deep understanding of networks and applies situational awareness to accelerate employee productivity and boost customer satisfaction.