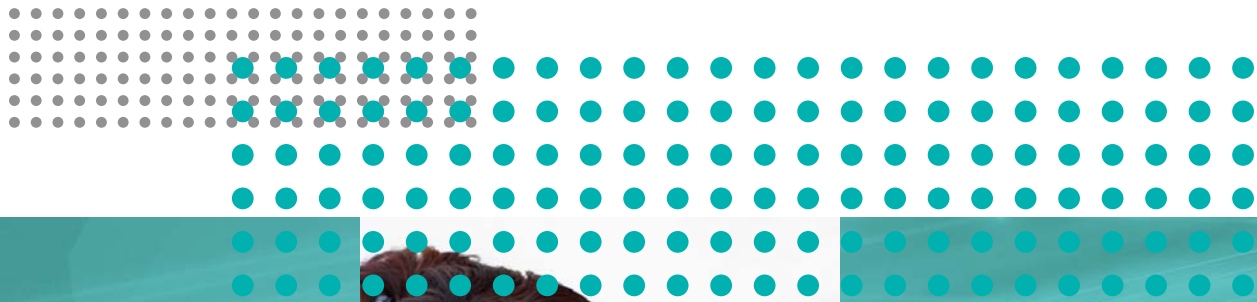


Alcatel-Lucent VitalSuite

Performance Management Software



Monitor, measure and enhance
delivery of carrier-class business
services across a multivendor,
multiservice infrastructure



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 visibility into, and monitor over the entire infrastructure, which is best provided 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 three advanced software modules – application management, real-time network analysis and customized reporting. This comprehensive, fully integrated solution is a cost-effective package that provides both historical and near-realtime 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 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 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 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 ROI

Network Performance Management

Monitor, analyze and predict network infrastructure behavior

Alcatel-Lucent VitalNet™, the network performance management software module of VitalSuite, provides the critical network information necessary to preempt 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 monitor, analyze, manage and predict service performance from a single centralized location.



Key Benefits

- **Network-wide visibility** – Monitors performance across the entire IT infrastructure via maps, paths, domains, groups, services
- **Enhanced end-user experience** – Access 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 optimize resource utilization
- **Unsurpassed investment protection** – Use built-in toolkit to speed integration with existing management systems and emerging technologies
- **Cost effective price to performance** – Implement carrier-class management capabilities priced to suit enterprise IT budgets



True “lifecycle” testing technology

Voice over IP service level management requires a solution that addresses the complete deployment cycle, from readiness assessment, to pre-production testing, to production roll out 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, multi-vendor 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 Avaya IP-PBX deployments
- **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

TOPOLOGY MAPS, ADAPTIVE STATISTICAL THRESHOLDING 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.

Key Features

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.

- **Instantaneous event notification** via email, graphical screen displays and trap messages
- **Powerful event analysis** – Advanced tools filter, analyze and summarize raw performance data, present it in instantly comprehensible graphical displays
- **Versatile thresholding** – Offers default, user-configurable and adaptive (learned from historical data) thresholds, device-specific or network-wide

Application Performance Management

Strengthen support of critical transactions

The Alcatel-Lucent VitalApps™ 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 setup 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

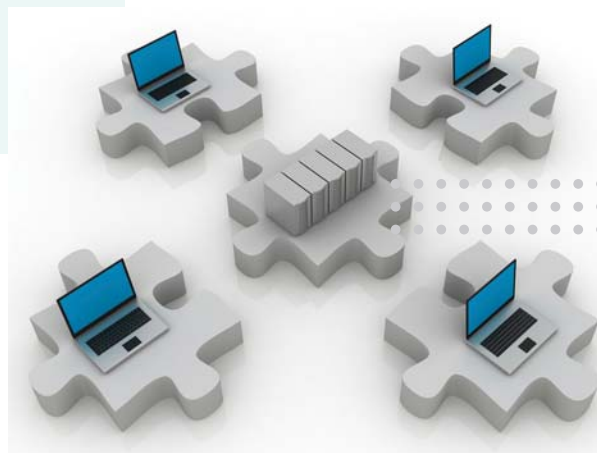
Customizable Reporting

Transform performance data into dynamic custom reports

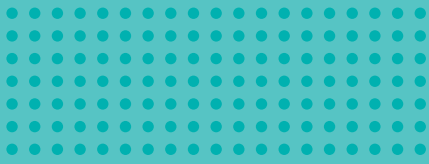
Alcatel-Lucent VitalART™, the advanced reporting toolkit of VitalSuite, is a comprehensive web-based application that enables generation of custom presentation-quality reports and graphs. The unique flexibility of VitalART provides personally customized metrics, counts, report designs, report type, reporting 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% web based report administration package** – Provides reports that can be private or published across the organization
- **Easy to use** – Out-of-the-box functionality via a wizard-based structure and step-by-step operating procedures



Alcatel-Lucent VitalSuite



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