LEVEL 3℠ APPLICATION PERFORMANCE MANAGEMENT

COMPREHENSIVE NETWORK VISIBILITY IMPROVES APPLICATION PERFORMANCE

INTRODUCTION

Today’s wide area networks (WANs) are asked to do more when it comes to performance. To ensure your network meets the demands of your users and their applications, you need to know how it’s performing and be able to quickly address issues. The Level 3℠ Application Performance Management (APM) solutions provide actionable information across the network, including key performance indicators, root cause analysis and end-to-end statistics. With our global, turnkey APM solution, your network management team can be ready to respond to support and maintain your Level 3℠ MPLS/IP VPN service.

KEY BUSINESS CHALLENGES

Visibility into performance issues before they happen: Detail reports provide advance indications of changes in performance before they impact business operations.

Efficiency improvements: Network and application managers get meaningful and actionable performance data to isolate, diagnose and resolve application or network performance issues.

Changes in network size and scope: Networks need to scale to meet the growing demands of applications and mobility services while maintaining high levels of performance.

Cost improvements: Outdated or underperforming WANs can detract from user productivity and impact operational costs. APM solutions keep you on top of those issues.

Support for high reliability: Business continuity means keeping critical information secure and making sure it reaches its end destination, even in a disaster situation.

TECHNICAL FEATURES / CAPABILITIES

Level 3’s Application Performance Management capabilities address network performance challenges by providing end-to-end, granular visibility of your network and applications to better utilize bandwidth and improve troubleshooting.

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<th>Operational</th>
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<td>- SLA monitoring and guarantees</td>
<td>- Device and license procurement</td>
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<td>- Proactive alerts and notification</td>
<td>- Staging and configuration</td>
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<td>- Real-time and historical views</td>
<td>- Onsite installation</td>
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<td>- Network and application analysis</td>
<td>- 24 x 7 maintenance</td>
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<td>- Auto-discovery of users, servers and applications</td>
<td>- Broad international support</td>
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<td>- Automatic baselines</td>
<td>- Visibility through customer portal</td>
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<td>- Ability to customize and schedule reports</td>
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NETWORK INTEGRITY (NI)
- View the health of each site in the network
- Proactive alarming of network conditions
- Extends Network SLA terms to the customer premises
- End-to-End SLA Reporting by Class of Service, including Delay, Packet Delivery and Jitter

APPLICATION INTEGRITY (AI)
Correlates network, user and application performance to help pinpoint the root cause of performance issues
All NI features plus:
- Network troubleshooting in real-time and historical views
- Analysis of physical, transport, and IP-layer health
- Class of Service monitoring – usage and SLA performance
- Auto-discovery of applications, servers and users
- Proactive alarming on application and server performance
- Monitor each application session, real-time and historically
- Long-term trending reports of network and application performance including hourly/daily/weekly/monthly views

VOIP INTEGRITY (VI)
Provides key VoIP performance indicators to help monitor call quality and evaluate the effects of consolidating voice services on your data network
All NI and AI features plus:
- Auto-discovery of VOIP calls, IP-PBXs, and handsets
- Per-call performance analysis, including MOS and Jitter
- Detailed VOIP call lists
- Long-term trending of VOIP performance and Call Quality
WHY CHOOSE LEVEL 3 FOR APPLICATION PERFORMANCE MANAGEMENT SERVICES?

Global Availability: The APM solution is available worldwide with your Level 3® MPLS/IP VPN service ranging from T1/E1 up to 10Gig Ethernet speeds.

The Right Network: Solution for Today’s Business: Comprehensive network visibility to help improve application performance, increase productivity and help manage costs.

Customer-Oriented Solutions: End-to-end, granular visibility of your network and applications to better utilize bandwidth and improve troubleshooting through the customer portal. Control and manage network growth with automatic detection of new users, applications and servers.

To find out how Level 3 can be your single-provider solution for all of your network communications needs, contact us today.

APM SERVICE DEPLOYMENT ARCHITECTURE

ABOUT LEVEL 3

We operate and take end-to-end responsibility for network solutions that connect you to the world. We put customers first and take ownership of reliability and security across our broad portfolio.

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