

# Visual TruView™

Unified Network and Application Performance Management  
*Focused on the Experience of the End User*



## BUSINESS CHALLENGE

Problems can occur anywhere from the physical layer to wireless, across the WAN, through the core and into the data center. The application delivery infrastructure is a highly interdependent eco-system and with no visibility into how this entire system is performing as a single entity, resulting in organizations being faced with high costs in network downtime, lost revenues and poor performance in terms of fast problem identification.

IT support teams are typically siloed using their tool of choice but this presents a challenge in that these disparate toolsets provide no correlated view into performance issues that may be present within any component across the application delivery infrastructure. Without the ability to understand how one component may be affect another at a specific point in time it becomes difficult if not impossible to quickly understand how well the infrastructure is transporting applications, how well those applications are performing, and where the problem truly lies.

### Downtime Costs\* = Frustration High\*\*



Average cost of data center  
downtime per minute: **\$5,600**

Average reported downtime: **90 minutes**

Average reported cost per incident: **\$505,000**

Percent without tools they need for  
quick, accurate problem resolution: **55%**

Percent who say non-collaborative  
results and finger pointing  
slow troubleshooting: **70%**

\*Ponemon Institute. 2011,

\*\*Fluke Networks Market Research



# Visual TruView™

## Unified Network and Application Performance Management

*Focused on the experience of the end user.*

### FAST

- Simple workflows allow you to quickly and easily understand problem domain and pinpoint root cause
- Automated application discovery speeds setup and ongoing management  
– *Racked to Reporting in under 30 minutes.*

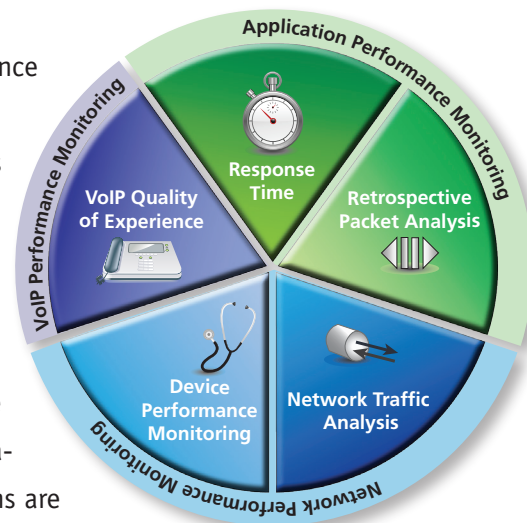
### INTELLIGENT

- Self-learning baselines help you understand what's normal even at remote sites
- See how well your network, applications and devices are performing through time correlated views

### COMPLETE

- Single appliance embeds and correlates all elements of the most important data sources such as packet, flow, SNMP and API data
- Monitor and troubleshoot everything from VoIP to Citrix to NTier transactions all through a single pane of glass

TruView is a unified solution for Application-aware Network Performance Management. TruView embeds the most important data sources such as packet, transaction, NetFlow/IPFIX, and SNMP and presents analytics in a time correlated single dashboard view. These correlated views will help you to quickly see how well the infrastructure is transporting applications and how well those applications are performing in context of the end user's experience. And, TruView's integrated 10 Gbps full line rate stream-to-disk packet capture ensures you'll never miss an important event again, as verified by the **Tolly Group independent performance test**.



TruView can be deployed as an individual appliance or as part of a distributed configuration for larger environments. TruView appliances offer a new level of functional flexibility, allowing them to be deployed in optimized configurations for packet monitoring, flow collection, or both.

### TruView Recognized by Leading Analyst Firms

Ranked as a leader in **Gartner's NPMD Magic Quadrant** and Best Hybrid ANPM Solution in **Enterprise Management Associate's** Radar Report, Visual TruView is leading the way in a new, emerging method of monitoring, troubleshooting, and analyzing both network and application systems commonly referred to as Application Aware Network Performance Management (AANPM). AANPM takes data from both APM and NPM to create cross-platform visibility that enables all branches of IT to ensure high performance delivery of critical business applications.

**Gartner**

Fluke Networks named  
a leader in the Gartner  
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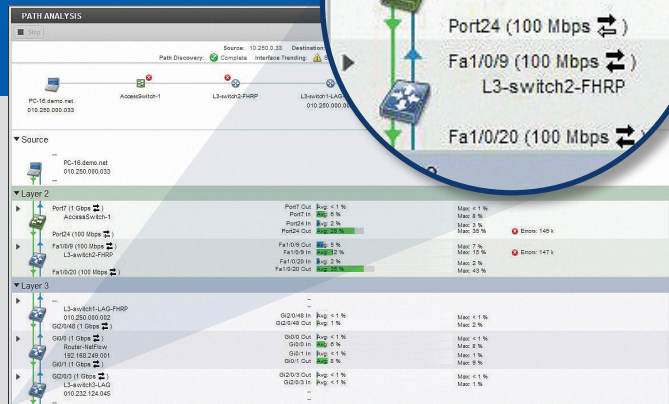


EMA Radar for  
ANPM: Q1-2013  
(Large/SP Deployments)



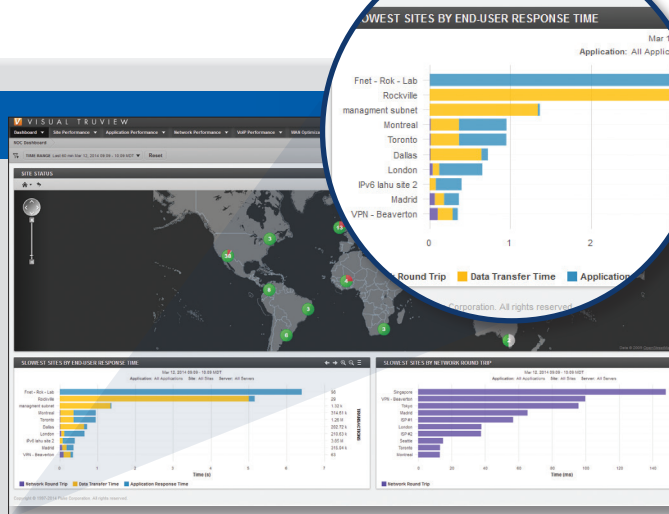
Fluke Networks:  
Best Hybrid ANPM Solution  
EMA Radar™ for ANPM: Q1-2013

## USER FAVORITES



## AUTOMATED NETWORK DISCOVERY & PATH ANALYSIS

TruView users gain the ability to track the path between end user and server as well as the health of devices along that path. When TruView identifies a network response time issue, path analysis is leveraged to identify the Layer 2 and Layer 3 path taken by end users, with visibility into the utilization, errors and discards along that path.



## END USER EXPERIENCE

TruView tracks the performance of individual users. It's as simple as typing in their username, be it Active Directory, DNS, NetBIOS name IP Address or VoIP endpoint or phone number, and TruView will provide usage, performance and event information focused on that single user as compared to others at the same site.



## CAPACITY PLANNING

WAN utilization and traffic profiling has never been easier than with TruView's automated Capacity Planning reporting engine. Just filter on the network interfaces of interest and TruView provides you with easy to understand views of how long, or not, any given interface has been over or under-utilized. The utilization information is based upon 60 second granularity across an entire year assuring you of an accurate depiction of network utilization, leading to more informed infrastructure investments.

## ADVANCED TRANSACTION ANALYSIS

Built-in application transaction analyzers provides out of the box support for Web, Citrix, SQL, Oracle, CIFS, XML and more with no additional modules to buy. TruView provides the most granular view of performance allowing you to visualize every transaction and their N-Tier dependencies to help you understand what tier is affecting application performance.

## UNIFIED COMMUNICATIONS

Gain one of a kind visibility into VoIP quality of experience with an easy to understand graphical depiction of the call, with drill down to understand the underlying degradation factors. TruView quickly identifies degradation factors such as Jitter, packet loss, latency, etc...

## SINGLE UI

Whether you leverage TruView as a single appliance that embeds five tools in one or deploy as a highly scalable distributed system, time correlated analytics across data sources displays in a standardized UI. Highly customizable dashboard views provide self-guided workflows patterned after a logical troubleshooting process making problem domain isolation and root cause identification possible in just 3 clicks!

# DELIVERING BUSINESS VALUE

## Cost Savings

- 100% investment protection with flexible platform that can change function as your needs change
- Tools consolidation through single appliance that embeds five tools in one saves on initial investment and multiple maintenance contracts
- Web services API with easy access event and performance information sharing with any 3rd party event management system such as IBM Tivoli, HP NNMi, ServiceNow, and others

## Improved Staff Efficiency

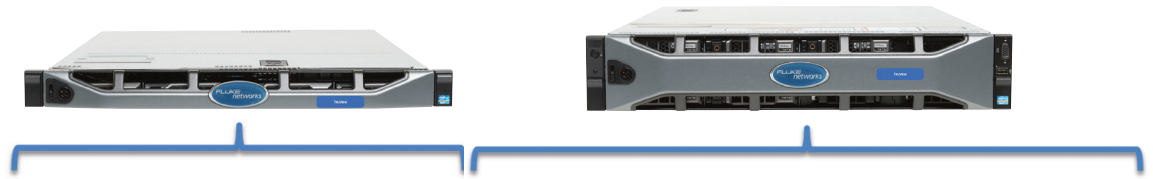
- In-depth reporting provides performance metrics applicable across IT and business functions building a common view to align teams and reduce finger pointing
- Multi-tenant architecture and role based access provides users with just the data needed to understand if the problem is network or application related and logical workflows that drive to resolution
- 3-click workflows support logical troubleshooting processes enabling all IT functions including front line support the power to identify problem domain and route an issue correctly or simple solve it

## Mitigate Risk and Ensure the Performance of Business Critical Applications

- Self-learning baselines and event alarms help manage SLAs for end user experience
- Quickly identify problem domain to application, network or server with a single click
- Automatic discovery and path analysis pinpoints the device, interface, transaction, or packets associated with any performance event



# SPECIFICATIONS



## Single Appliance

### TruView

Specs	TruView-2200	TruView-4400	TruView-4800	TruView-5200	TruView-6200
Input	2 X 1 Gbps	4 X 1 Gbps	4 X 1 Gbps	2 X 10 Gbps	2 X 10 Gbps
Storage	2 TB	4 TB	8-296 TB	8-296 TB	24-216 TB

## Distributed System Components

### TruView Flow Appliance

Specs	TruView-F 50K	TruView-F 100K	TruView-F 300K
Flows per Second	50,000	100,000	300,000
Storage	4 TB	8 TB	12 TB

### TruView Packet Appliance

Specs	TruView-P 2200	TruView-P 4400	TruView-P 4800	TruView-P 5200	TruView-P 6200
Input	2 X 1 Gbps	4 X 1 Gbps	4 X 1 Gbps	2 X 10 Gbps	2 X 10 Gbps
Storage	2 TB	4 TB	8-296 TB	8-296 TB	24-216 TB

### TruView Central

Specs	TruView Central - Pro	TruView Central - Enterprise
Memory	16 GB	64 GB
Storage	4 TB	26 TB

## GOLD SUPPORT

The Gold membership program is Fluke Networks' premium support and maintenance service. Fluke Networks' Gold Membership helps you fully leverage your investment in Fluke Networks products and keep it current with regular software upgrades and comprehensive technical assistance. With support centers and service centers located across the world and with access to the MyAccount online portal, customers with Gold membership get 24x7 availability to answers and easy access to alerts, patches and product upgrades to help you get the most out of your Fluke Networks products that are deployed. Other key benefits of Gold membership include:

- Around-the-clock access to award-winning technical support from highly trained Fluke Networks support engineers
- Next business day on-site repair or parts replacement for appliance failures
- Expedited NIC replacement shipment in case of NIC failures
- Access to software and firmware updates for covered products

## PRO SERVICES

Fluke Networks Professional Services offer end-to-end consulting services for IT professionals responsible for delivering critical business services. These services help to enable a faster deployment, management and optimization of the end-to-end user experience of enterprise-wide applications, WLAN, WAN or LAN networks and VoIP performance.

Our service offerings are based on in-depth product expertise, proven best practices, and repeatable delivery methodologies to help customers realize the full value of our products faster, and with less risk.

Based on best practices from working with thousands of customers and using reliable, repeatable methodologies, our services are designed to help you: assess your current environments, plan and design solutions that meet your desired business objectives and build and implement solutions that are easy to manage.



Tolly Report



Gartner Resources



Enterprise Management Associates Resources



### About Fluke Networks

Fluke Networks is the world-leading provider of network test and monitoring solutions to speed the deployment and improve the performance of networks and applications. Leading enterprises and service providers trust Fluke Networks' products and expertise to help solve today's toughest issues and emerging challenges in WLAN security, mobility, unified communications and data centers. Based in Everett, Wash., the company distributes products in more than 50 countries.

Fluke Networks is part of Danaher, a Fortune 200, NYSE-listed (DHR), science and technology leader that designs, manufactures and markets innovative products and services to professional, medical, industrial and commercial customers. Net earning for the full year 2013 were \$2.7 billion.

Fluke Networks operates in more than 50 countries worldwide.

To find your local office contact details, go to [www.flukenetworks.com/contact](http://www.flukenetworks.com/contact).