

Loupe helps companies
monitor Value Added Services
in IP-data networks

NETAS

www.netas.com.tr

Easy Way to Monitor Your IP Based Service Sessions

Netas Loupe helps companies monitor Value Added Services in IP-data networks.

Loupe is an Application Layer Transaction Monitoring System developed to monitor IP based business processes. Loupe continuously monitors 100% of transactions, across widely distributed and complex IP-Based networks.

 **LOUPE** is the answer to your queries:

- Are my customers able to access my services at the moment?
- Are the calls being properly handled by my services?
- Do response times in the processes meet my requirements for the best customer experience?
- Does my platform perform the same at all times of the day?
- Is it time to tune the system configuration or upgrade capacity?



Key Benefits

- Continuously and proactively monitor the performance and availability of Value Added Services
- Quickly identify application response times that exceed SLAs and alert on SLA violations
- Immediately identify aborted customer transactions and pinpoint issues that adversely impact customer experiences
- Detect early warning signs of application performance issues and take preventive action
- Accelerate troubleshooting and time to resolution with detailed service breakdown
- Proactively decide infrastructure improvements related to application performance
- Reduce the risk of failure by verifying application readiness prior to deployment
- Determine whether changes in the environment have slowed down any application
- Quickly generate Performance and Usage Reports

Value & Advantages

- Monitors all IP based protocols, even in-house developed proprietary protocols.
- Operates on real time service traffic.
- Monitors the Service Data itself, not only the protocol messages.
- Gives detailed view and status of Service Transactions for Customer Care.
- Reflects real time results.
- Prepares comprehensive reports at “minute interval” resolution.
- Reports delivery and read-status of text enabled services.
- Monitors multi-protocol services as single “service-session” for session affinity.
- Monitors asynchronous services where service responses are not sent immediately.
- Collects and monitors subscriber based service usage for marketing.
- Provides zero-overhead monitoring.

Testimonial from TURKCELL

‘Cost, quality and efficiency... These are key for Telecom Operators. Service Monitoring is the critical process to reduce costs and increase customer satisfaction. Traditional service monitoring is taking place on the lower layers of the OSI model - signaling and transport - with a limited view. Today, this is not enough... A new approach brought by Netaş is “Loupe” where real time monitoring of services ensuring Quality of Service based on real user transactions. Turkcell has the capability to provide effective and real time services with Netaş Loupe.’

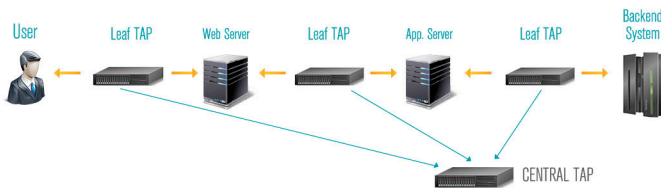
Capabilities

- 01** Loupe Service Monitoring Arena
It offers end user experience information at the transaction and "Service Session" levels. Loupe is a unique solution for "Service Monitoring" needs. It allows to break down performance data and drill down into various parts of the application infrastructure.
- 02** Application Component Monitoring
Continuously provides real-time visibility across all servers in the application environment. Tracks millions of transactions from Java/.NET application server, web server and other components, including application-specific data sources.
- 03** Multi-Tier Transaction Analysis
Loupe is a powerful solution for in-depth transaction analysis across multiple tiers utilizing transaction data to deliver unique end-to-end tracing, spanning network and server components.
- 04** Multi-Protocol Analysis
Traces many protocols at the same time, in the same session, even if a single tier communicates to other by more than one protocol in a single service session.
- 05** Service-Session Analysis
Monitors service session from start to end with all sub-transactions, of which may be independent, last more than one day, span many different components/servers, and use different protocols. Loupe is capable of correlating different sessions into one service session. Powerful correlation technology automatically uncovers relationships among transactions to rapidly identify root causes.
- 06** Analytics
Embedded throughout the Loupe to deliver information on time - scales ranging from real-time behavioral analysis for alerting purposes to long-range trending for management reporting and decision support.

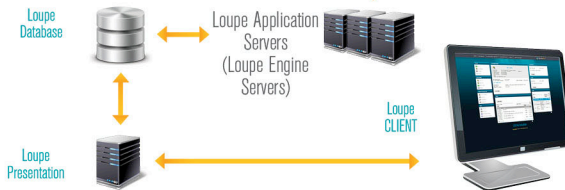
How it Works?

LOUPE

Service Domain



Loupe Monitor Domain

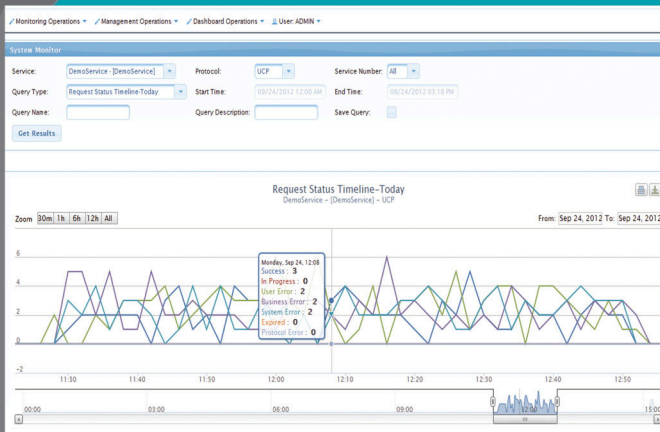
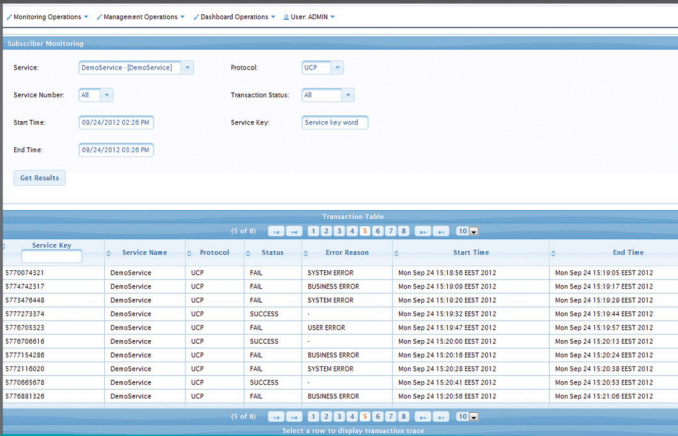


Loupe captures transaction information over the Network TAP devices or using Port Mirroring. A Central TAP is used to aggregate collected flow data.

Loupe Engine is placed to process transaction flow data according to the Service Domain Scenarios. Service Domain Scenarios are defined by Loupe's patent pending Extensible Service Definition Language (ESDL). ESDL is an easy to use XML based tool.

It allows defining common patterns for a large number of services. Adding new services, modifying service parameters/messages are easily configurable without extra coding. Service Domain Scenarios are loaded to the Loupe Engine Servers.

Loupe Engine Servers process the transaction flow data according to the defined Service Scenarios and logs events and triggers alarms.



LOUPE

Loupe is a JAVA based application which is independent of hardware, Operating System, J2EE Application Server and Database Management System.

It is composed of Loupe Engine, Loupe DB and Loupe Presentation tiers.

About NETAS

Netas provides innovative end-to-end value added systems integration and technology services in the fields of information and communications technologies (ICT). Its customers range from telco providers to public and private enterprises in both domestic and international markets. Netas's constant increase in productivity is based on its next generation competencies around technology skillset and expertise. The company holds a track-record of 45 years and continues its foray in the field of information technologies, supported by with its experienced, best of breed research and development department. Netas also plays an important role in the modernization of the Turkish Armed Forces defense communication networks.

Netas charters on its vision to become the first company to consult through innovative ICT solutions and establish itself as the opportunity provider to its customers. The company provides a wide array of services to leading state-owned and private enterprises functioning in various vertical segments, particularly telco providers, finance and general industry. The company nurtures strategic partnerships with global technology giants to provide its customers an insight helps them keep pace with the latest developments in the field of ICT and adopt them more efficiently. Netas excelled against 500 other Turkish companies to win the title "Software Export Champion" three times in the last five years and continues to develop software solutions for more than 160 global operators. The company provides its customers with networking, security, unified communications, virtualization, cloud computing, broadband access, defense technologies, optical and carrier Ethernet, GSM-R, IT integration services, strategic outsourcing and tailored software development solutions. Netas provides extensive and goal oriented services, ranging from technology consultancy to post-sale assistance for government entities, companies and defense contractors in the Asia-Pacific, CIS and North African regions.