



TRAVERSE SERVICE LEVEL MANAGEMENT

MONITORING SLAs FOR SERVICES AND INFRASTRUCTURE

Traverse

Zyrion's Traverse is a breakthrough Business Service Assurance application that provides real-time visibility into the performance of IT services. Traverse's innovative Business Container technology enables IT and business personnel to create unique virtual views of discrete business services, and makes the alignment of infrastructure technology with business outcomes a reality. Traverse facilitates decentralized remote infrastructure management that is pro-active and preventive rather than reactive, giving all employee-levels the control and information they require based on their specific responsibilities and permissions. Traverse provides an easy-to-use web-based user interface and is a distributed, scalable, real-time, and easy-to-manage platform.

SLA MANAGER OVERVIEW

Traverse has a flexible Service Level Agreement (SLA) Manager for tracking compliance against user defined SLA metrics. Traverse's SLA Manager monitors and measures SLAs from a business service perspective, enables identifying trends and avoiding failures using proactive reporting, and measures business impact of infrastructure issues. The SLA compliance for service level metrics is calculated and displayed in a real-time dashboard. Additionally, there are multiple SLA reports that can be generated on demand using Traverse's flexible reporting framework.

Traverse's SLA manager has been designed to accommodate complex, distributed IT services in today's enterprise. While traditional SLA reporting tools can give the status of a individual metric (such as internet connectivity), Traverse can measure SLA compliance of end-to-end IT services while keeping time of day and weekend schedules as part of its calculation. As an example, users can measure the SLA compliance of an eCommerce service or financial payroll application which has a server farm, a complex fault-tolerant network and a database in a remote location.

Traverse provides a rich set of SLA features:

- Create complex SLA metrics to reflect end-to-end IT or Business Services - combine values consisting of one or more device tests
- Specify the hour of day and day of week during which the SLA should be calculated (avoid weekends and non-business hours in the calculations)
- Specify the length of the SLA compliance time interval as a day, week or month
- Specify the time interval before the downtime is counted towards an SLA violation(e.g. a small outage of less than 30 seconds does not count towards an SLA violation)

SLA FOR END TO END SERVICES

In addition to specifying and monitoring SLAs for individual metrics (such as link uptime or database response time), users can create SLAs for end-to-end IT services using Traverse's unique Business Service Containers. Along with the composite metrics feature in Traverse, users can monitor SLAs for all aspects of the business.

SLA SCHEDULES – TIME OF DAY

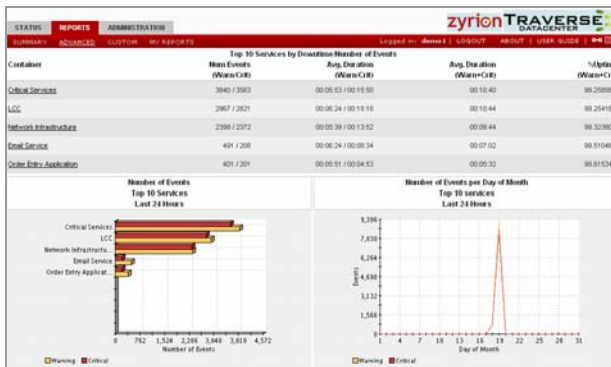
The SLA metrics calculations can be defined such that the SLA is only calculated for specific time-periods, such as 9-5 Mon – Fri, and ignored for all other times. The calculation windows/schedules are customizable and the user can specify the time of day and day of week in calculating the SLA metrics.

AVOID FALSE ALARMS OR “BLIPS”

Users can specify whether small outages (user defined) are to be excluded from SLA violation calculations.

REAL-TIME DASHBOARD

The SLA dashboard displays the amount of time that a metric is within the SLA threshold, and also displays how close the metric is to violating the defined SLA. This information is updated in real time, and users can drill down to see details instantly.



SLA REPORTS

In addition to the real-time SLA dashboard, Traverse offers a variety of SLA reports that can be generated on-demand or automatically using Traverse's reporting engine:

- **Business Impact Report:** Displays services impacted by events and general event information.
- **Device Unavailability (Packet Loss) Report:** The Unavailability Report is based on device availability as measured by the ICMP packet loss test. The report shows how many times and for how long Packet Loss tests were in the Critical or Unreachable states. The SLA threshold for the Packet Loss test is used to determine when the test was in Critical state. This report shows the Top 30 devices by amount of "unavailability", displaying total time unavailable and the "unavailable" percentage.
- **Device Instability Report:** The Device Instability report displays the top 10 services affected by number of events. The report consists of the frequency distribution of the events during each hour of the day, each day of the week/month and duration of events.
- **Container Instability Report:** The Container Instability report displays the top 10 services affected by number of events. The report consists of the frequency distribution of the events during each hour of the day, each day of the week/month and duration of events.

About Zyrion Inc.

Zyrion is a spin out of one of the largest publicly traded network management companies. The founders and key executives have over 20 years of experience in the IT infrastructure management space, including service providers such as Verio (acquired by NTT). Zyrion's flagship Business Service Assurance product - Traverse, is based on technology being used by hundreds of large enterprises across the world, and within environments as large as 20,000 routers and servers in large service provider datacenters. Zyrion has its corporate offices in Sunnyvale, California. For more information, go to www.zyrion.com or call +1-877-7-ZYRION.

Business Service Assurance