

## Cisco Remote Management Services Advanced Performance Monitoring

This service provides end-to-end, service-level agreement (SLA) monitoring of application response time, fault isolation, and reporting and gives critical visibility into application packets as they flow through your network to and from the data center.



### Service Overview

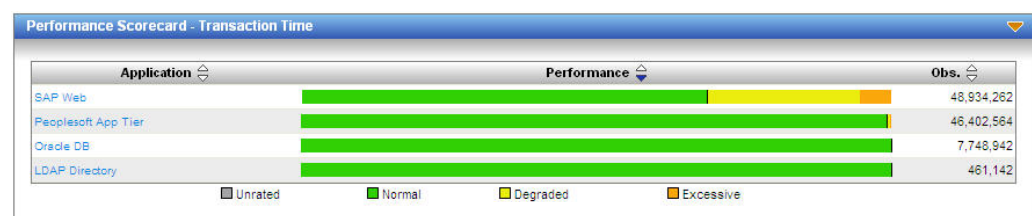
Cisco<sup>®</sup> Advanced Performance Monitoring (APM) augments Cisco Remote Management Services by providing a means to baseline and monitor the performance of business-critical applications across your network. This service provides end-to-end, service-level agreement (SLA) monitoring of application response time, fault isolation, and reporting and gives critical visibility into application packets as they flow through your network to and from the data center. APM measures application round-trip time, server response time, and data transfer time and identifies the applications that are using network bandwidth and how much they are using. Data can be provided for nearly any circuit—whether physical or virtual—in your network.

### Features and Benefits

Cisco APM monitors your critical application services, as illustrated in Figure 1. It provides:

- Visibility into application performance
- Unintrusive monitoring of front-end and back-tier applications
- Early warning of degraded performance before large-scale effects to end users occur
- Incident analysis showing where the problem lies and what users are affected

Figure 1 Sample Report: Application Scorecard



Cisco APM provides visibility into network segments, including:

- Detailed bandwidth usage information (Figure 2)
- Data for virtually any circuit in the network
- Insight into which applications and users are consuming network resources
- In-depth understanding of quality of service (QoS) utilization of queues and application mappings
- Detailed before-and-after analysis of the effects of IT initiatives and projects

Figure 2 Sample Report: Bandwidth Usage

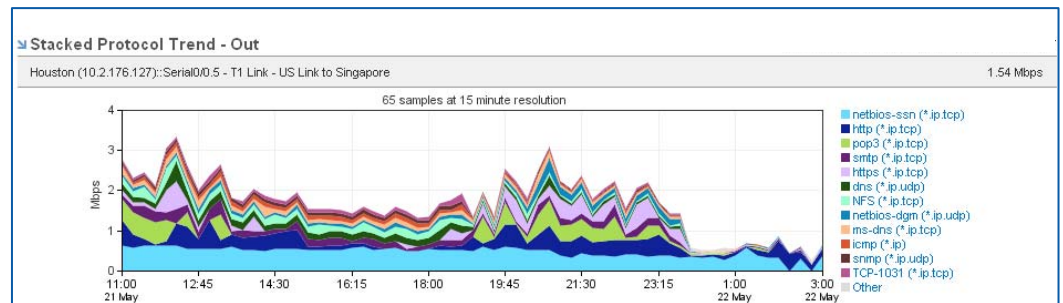


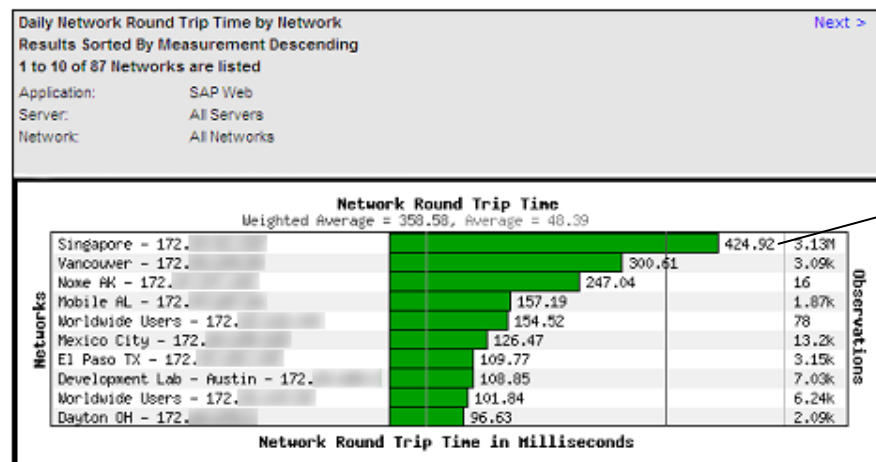
Figure 3 shows a sample WAN optimization report.

Figure 3 Sample Report: WAN Optimization

Application	Port(s)	Transaction Time	Observations
CRM NonOptimized (Client Exp)	23	6.81 sec	220
CRM Optimized (Client Exp)	81	3.16 sec	233

Wtd. Average: 4.93 sec | Average: 4.99 sec

Baseline application performance before WAN optimization is deployed



Identify network locations that would most benefit from a WAN optimization deployment

### Service Specifications

Cisco Advanced Performance Monitoring provides a flexible suite of services for your data center. You can combine APM services to create a customized solution that meets the needs of your environment. With APM, you get not only the monitoring platform and reporting capabilities needed to understand end-to-end performance but also a comprehensive set of services for managing the platform itself.

Cisco APM allows customers to realize all the benefits of a world-class performance monitoring platform without dedicating valuable IT resources to manage and maintain the equipment. APM helps you minimize the investment and staffing required to manage and maintain your networks.

### Performance Profile and Monitoring

Cisco APM provides an agentless system using round-trip and latency values by application type. To establish a performance baseline, performance of the following infrastructure assets is measured:

- Client networks
- Servers
- Applications

### Fault Isolation

Cisco APM automatically identifies network, server, and application performance problems and triggers investigations to find the cause and to provide analysis. When a performance issue is detected, the following processes are triggered:

- Auto-launch of trace route to identify the slowest hop in the data path
- Auto-polling of the network devices along the path
- Auto-polling of the affected server(s) for top processes, CPU utilization, memory usage, disk usage, and interface statistics
- Active testing of server and applications
- Auto-launch of application port connect to verify service availability
- Automatic collection of packet trace filtered for the affected applications and servers
- Export of the trace report



## Cisco APM Service Levels

In addition to the basic Standard Service package, Cisco APM also offers an Elective Service package. Table 1 summarizes what is included in Cisco APM Standard Service and the additional elements available with Elective Service.

**Table 1.** Elements of Cisco APM Standard Service and Elective Service

APM Service Elements	Standard Service	Elective Service
Onsite installation and configuration of equipment.	✓	
Passive monitoring period with formal review of baselines, analysis of reports, and list of initial recommendations.	✓	
24-hour performance monitoring.	✓	
Real-time notification of performance threshold violations with link to view auto-generated reports and investigation results.	✓	
Customer-defined severity levels for Incident notification (receive only the alerts you want on a day-to-day basis).	✓	
Regular monthly meetings to review incidents, trending, and overall recommendations for improved performance.	✓	
Managed service providing incident, problem, and release management for the monitoring platform.	✓	
Move, add, change, and delete (MACD) activities related to monitoring platform configuration.		✓
Cisco subject matter experts (SMEs) available Monday through Friday, 7 a.m.–7 p.m. Central Time, to interpret report/incident data on a customer-initiated basis.		✓

## Additional Application Visibility and Management Services

For customers who want a deep understanding of what is happening inside of a single, distributed, transactional application, Cisco also offers a variety of approaches to discover, monitor, and analyze the performance and health of the network. Organizations can choose from the following services:

- An application visibility assessment
- An application visibility workshop along with a three-month pilot implementation of the Cisco Application Visibility and Management (AVM) solution for an application at the client's site
- A production implementation of Cisco's AVM solution and/or a deployment of the Cisco Application Optimization Managed Service

For more information about Cisco Application Visibility and Management Services, visit [www.cisco.com/en/US/products/ps9851/serv\\_group\\_home.html](http://www.cisco.com/en/US/products/ps9851/serv_group_home.html).

## Why Cisco Data Center Services

Today, the data center is a strategic asset in a world that demands better integration among people, information, and ideas. Your business and your data center work better when technology products and services are aligned with your business needs and opportunities. Using a unique network-based perspective and a unified view of data center assets, Cisco and our industry-leading partners deliver services that accelerate the transformation of your data center. Cisco takes an architectural approach to help you efficiently integrate and manage data center resources. Cisco Data Center Services help you reduce costs, deliver high availability and application performance, and better meet your service-level agreements.

## About Cisco Remote Operations Services

Cisco Remote Operation Services (ROS) is an organizational unit of Cisco. Cisco ROS delivers a suite of services designed to proactively manage, monitor, and protect complex networks and advanced technologies remotely, based on an Information Technology Infrastructure Library (ITIL<sup>®</sup>) operations model. Cisco ROS anticipates, identifies, and resolves issues with greater accuracy and efficiency and in a more cost-effective manner than most customers typically achieve on their own. Cisco ROS helps customers to quickly realize the business objectives of deploying Cisco advanced technologies, without the usual IT staff complexities or disruption to network performance that a customer might expect with such an implementation.

## Availability and Ordering

Cisco Advanced Performance Monitoring services are available globally. Service delivery details might vary by region.

For more information about this and other Cisco Remote Management Services, visit [www.cisco.com/go/rms](http://www.cisco.com/go/rms) or contact your local account representative.



**Americas Headquarters**  
Cisco Systems, Inc.  
San Jose, CA

**Asia Pacific Headquarters**  
Cisco Systems (USA) Pte. Ltd.  
Singapore

**Europe Headquarters**  
Cisco Systems International BV  
Amsterdam, The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at [www.cisco.com/go/offices](http://www.cisco.com/go/offices).

CCDE, CCENT, Cisco Eos, Cisco HealthPresence, the Cisco logo, Cisco Lumin, Cisco Nexus, Cisco StadiumVision, Cisco TelePresence, Cisco WebEx, DCE, and Welcome to the Human Network are trademarks; Changing the Way We Work, Live, Play, and Learn and Cisco Store are service marks; and Access Registrar, Aironet, AsyncOS, Bringing the Meeting To You, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, CCVP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Collaboration Without Limitation, EtherFast, EtherSwitch, Event Center, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, iQuick Study, IronPort, the IronPort logo, LightStream, Linksys, MediaTone, MeetingPlace, MeetingPlace Chime Sound, MGX, Networkers, Networking Academy, Network Registrar, PCNow, PIX, PowerPanels, ProConnect, ScriptShare, SenderBase, SMARTnet, Spectrum Expert, StackWise, The Fastest Way to Increase Your Internet Quotient, TransPath, WebEx, and the WebEx logo are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0812R)