Why Consider nGenius Performance Manager for Service Delivery Management?

The NetScout® nGenius® Performance Manager provides mobile and fixed operators with a unified view into subscriber, service and network performance for modern IP multiservice networks. nGenius Performance Manager is deployed by many Tier 1 service providers around the globe as the primary solution to help them monitor, manage and troubleshoot their IP-based services. nGenius Performance Manager employs a unique approach to provide complete breadth and depth of network and service coverage for monitoring user experience based on real-time passive monitoring of all customer data plane and control plane traffic, not just a sampling of user traffic or inference from control plane analysis. nGenius Performance Manager is designed to manage today’s IP-based multiservice mobile, wireless and wireline networks and is uniquely architected to scale to the massive amounts of data traffic networks are handling.

What Problems Does nGenius Performance Manager Help Solve?

The nGenius Performance Manager is designed by IP experts for operators of modern IP multiservice networks to meet their unique needs and challenges. nGenius Performance Manager provides critical information on the performance of services being delivered to subscribers with graphical real-time and back-in-time views of data plane and control plane key performance indicators (KPIs).

The nGenius Performance Manager utilizes high definition packet-based flow analysis to provide real-time views of network utilization by service, top users of services, service failures, error/response code distribution, response times, slow response times, timeouts, and congestion. nGenius Performance Manager leverages the data collected from distributed nGenius InfiniStream® appliances and nGenius Probes to alarm, report, display and manage service performance issues across the entire IP domain. Also, because both data plane and control plane traffic is captured, analyzed and stored, intelligent directed drill-downs from nGenius Performance Manager to Layer 2 through 7 packet decodes are available as an integrated part of the solution. nGenius Performance Manager allows operators to address the critical challenges they face today:

- Identifying and isolating problems customers have in attaching to the network and accessing critical services
- Isolating application versus network problems for services delivered to high value accounts
- Pinpointing performance problems with high profile smart device rollouts and new service introduction
- Proactively managing quality of voice services delivered over IP networks
- Monitoring service performance by APN to ensure connectivity and response time for business customers and high profile devices
- Quickly addressing problems with critical service enablers that can cause widespread performance problems with large numbers of customers
- Ensuring service availability for roaming partners
- Addressing revenue assurance challenges with support of authentication and chargeback functions for roaming customers
- Delivering business intelligence information to support capacity planning, optimization, CAPEX investment decisions, and product management

Monitoring actual customer traffic is the best approach to understand true user experience and to rapidly analyze and troubleshoot problems with IP-based services, and nGenius Performance Manager does all this with KPI-to-Flow-to-Packet service-centric workflows designed specifically for network operators.

nGenius Performance Manager

The nGenius Performance Manager is a comprehensive, highly scalable, unified performance management solution giving service providers unprecedented visibility into their complex IP networks. Using intelligent Data Packet Capture (iDPC) technology that enables both real time and historical traffic volume and response time information, it is now possible for operators to more efficiently analyze, troubleshoot and optimize the...
nGenius Performance Manager has the capabilities service providers demand for fast, efficient problem analysis and isolation, including:

- Application and network traffic recognition and monitoring
- High definition packet/flow analysis for traffic volume and response time analysis and troubleshooting
- Reporting and capacity planning
- Data, voice, video and mobility convergence management
- Alarming and event identification
- Packet decode and analysis

In addition, nGenius Performance Manager is part of a unified, integrated solution that supports launch points and intelligent drill-downs both from and into other applications within the nGenius Service Assurance Solution. This provides a seamless user experience and gives operators greater flexibility in adapting the solution to meet the needs of the service-centric workflows required to manage modern IP networks.

**What are the Benefits of nGenius Performance Manager?**

nGenius Performance Manager is part of the nGenius Service Assurance Solution, an industry leader in providing the scalability necessary to monitor traffic levels in today’s modern IP service delivery networks as well as in the future for LTC/EPC and 4G networks. nGenius Performance Manager provides the end-to-end visibility of services, service enablers and networks in a manner operators need to effectively manage user experience as they transition from legacy networks to all IP networks.

- Vendor equipment-independent views of network performance and user experience
- Visibility into the quality of voice services delivered to customers and interconnection partners
- Rapid data mining and intuitive visualization of service, application and network performance with actionable information
- Future-proof performance monitoring support for 2.5G, and 3G mobile networks, next generation IP-based wireline networks, and with extensions to 4G LTE and IMS architectures

**What are the Benefits of nGenius Performance Manager?**

- Identifying traffic distribution and volumes down to the cell site level
- Better customer experience through greater network visibility and faster problem detection and resolution
- Enhanced operational efficiencies through proactive alerting and rapid analysis and resolution of problems
- Full visibility into service performance impacts as operators transform their backhaul and access to IP transport
- Improved capacity planning and resource optimization through relevant analytics on traffic and subscriber usage
- Accelerates new service and new device rollout through real-time performance views down to the packet level
- Leverages investment in existing OSS/BSS applications with seamless, out-of-box integration of performance data
- Mitigate network complexity—nGenius Performance Manager provides deep visibility into flows and packets, exposing issues with networks and services.