



## Global Crossing® Applications Performance Management

As networks get more complex and applications more widely deployed, you are understandably concerned about any performance issues that might arise. You need to be able to easily and efficiently monitor performance real-time from the physical layer (Layer 1) up through the application layer (Layer 7). In addition, your network and application administrators need to be able to isolate the cause of any performance issues between the network, server and applications.

Global Crossing's suite of Applications Performance Management (APM) services for IP VPN service now includes elements of Fluke Networks' award-winning Visual UpTime® Select™ product set. By combining the strengths of industry leaders in network and application performance management solutions, our APM services enable enterprises to reliably and securely increase application and network availability, optimize the use of bandwidth across the network, and reduce operating costs across traditional and IP-based infrastructures.

Global Crossing's suite of APM services for IP VPN service, include Network Integrity, Applications Integrity and VoIP Integrity.

### Global Crossing Network Integrity Service™

The larger and more complex your network, the more difficult it becomes to monitor and manage the entire infrastructure. Our Network Integrity Service simplifies the complexities of monitoring your entire network by collecting and filtering port and circuit information.

Through a simple click of the mouse, performance information for each network is rolled up and presented graphically under service icons that succinctly indicate outage conditions, performance errors, warnings of impending service-affecting problems, and overall health. The data are displayed in a simple, incisive format, enabling you to immediately identify conditions that may put your critical network resources and, ultimately your business, in jeopardy.

A picture is worth a thousand words—and sharing the same view of your network facilitates effective and efficient troubleshooting. Network Integrity Service is now a standard element of our IP VPN service.

### Global Crossing Applications Integrity Service™

Enterprises are rapidly deploying applications such as VoIP and video on their networks. When these latency-intolerant applications share networks with other applications – particularly those with high bandwidth utilization – the need for application-level performance monitoring and reporting quickly becomes critical. Global Crossing Applications Integrity Service provides near real-time information for live monitoring, and

historical data for analysis and reporting, on all network traffic end to end. General utilization information, as well as advanced statistics on latency, jitter and packet loss, can be gathered. Capturing application-specific performance data is crucial for measuring compliance with Service Level Agreements in support of business-critical services with specific Class of Service (CoS) requirements.

Applications Integrity Service provides the information necessary to identify and resolve the causes of performance issues that are network-based, versus those that are application-specific, and also helps pinpoint the cause between the application, server or network.

With historical data, network managers can optimize current network configuration and utilization, as well as plan for changes in network design or the mix of applications supported.

### Global Crossing VoIP Integrity Service™

Global Crossing VoIP Integrity Service provides key performance reporting metrics and indicators that are unique to VoIP, including per-call Mean Opinion Score (MOS), in addition to the standard features of Global Crossing Network Integrity Service and Global Crossing Applications Integrity Service.

VoIP Integrity is a natural complement to Global Crossing's Enterprise VoIP Services by providing detailed performance monitoring and troubleshooting of performance issues of both real-time and historical calls.

## APPLICATIONS PERFORMANCE MANAGEMENT



Features	Benefits
SLA compliance reporting	<ul style="list-style-type: none"> <li>Confidence that Global Crossing is delivering services in compliance with our SLAs.</li> <li>Visibility into MPLS-based WANs provides further comfort into adopting our solution.</li> </ul>
End-to-end real-time performance monitoring	<ul style="list-style-type: none"> <li>Monitor and alarm on changes across applications, servers, clients and the network for informed decision-making</li> <li>Optimize application performance and reduce down time</li> <li>Empower your staff with high-quality, real-time network performance information to proactively identify and avoid potential problems</li> </ul>
Robust remote troubleshooting	<ul style="list-style-type: none"> <li>Identify problems quickly and isolate issues between network and applications</li> <li>Improve MTTR with intelligent diagnostic capabilities</li> <li>Make informed network management decisions</li> </ul>
Granular data gathering at every site	<ul style="list-style-type: none"> <li>Drill-down easily to isolate network health issues at the circuit level in one-second time intervals</li> </ul>
Historical data storage	<ul style="list-style-type: none"> <li>Conduct in-depth analysis and reporting</li> <li>Measure compliance with Service Level Agreements</li> <li>Plan and design network for efficient bandwidth utilization</li> <li>Create financial budgets with quantitative facts</li> </ul>
Centralized control	<ul style="list-style-type: none"> <li>Synthesize data into actionable information</li> <li>Manage the system efficiently</li> </ul>

### The Global Crossing and Fluke Networks Difference

While we are proud to offer Applications Performance Management (APM) through our alliance with Fluke Networks, Global Crossing remains your single point of contact for account management, billing and customer care. With the additional visibility that APM provides, you will be submitting far fewer trouble tickets to our Network Operations Center (NOC). And, having our NOC staff share the same view of your network with your personnel greatly expedites the resolution of any issue. Access to the graphical user interface (GUI) of APM is via Global Crossing's customer care portal, uCommand®.

### GC's Bundles of Fluke Networks' Visual UpTime Select Software Modules

Network Integrity	Applications Integrity	VoIP Integrity
<p><b>Select Service Summary</b></p> <ul style="list-style-type: none"> <li>Visual network health and events</li> <li>Plus <i>SLA Reporting Engine</i></li> <li>Plus 3-day replacement of hardware warranty</li> </ul>	<p>Includes all elements of Network Integrity and adds...</p> <p><b>Select Class-of-Service</b></p> <ul style="list-style-type: none"> <li>Optimize COS for your apps</li> </ul> <p><b>Select AppFlows</b></p> <ul style="list-style-type: none"> <li>Drill down into individual application flows</li> </ul> <p><b>Select AppSummary</b></p> <ul style="list-style-type: none"> <li>Identify apps/servers network wide</li> </ul> <p><b>Select Network Troubleshooting</b></p> <ul style="list-style-type: none"> <li>Real-time monitoring</li> </ul> <p><b>Select Back-in-Time</b></p> <ul style="list-style-type: none"> <li>Two-week troubleshooting</li> </ul>	<p>Includes all elements of Applications Integrity and adds...</p> <p><b>Select VoIP</b></p> <ul style="list-style-type: none"> <li>Per-call Mean Opinion Scores (MOS) and other key performance indicators unique to VoIP</li> <li>Tracks actual VoIP calls in both real-time and historical views</li> </ul>

For more information about Global Crossing Applications Performance Management services, please contact your account management team to request a live demonstration of APM running on *your* network. Also, please visit [www.globalcrossing.com](http://www.globalcrossing.com) to learn more about what solutions we can provide for you.