

Did You Know...?

Starnet offers numerous IT-related services in support of many of today's complex IT operational issues.

StarCONVERGE™ -

Converged Voice/Data Practice

StarVIEW™ -

Real Time Application Performance Monitoring

StarDESIGN™ -

Network Infrastructure Design

StarASSURE™ -

Managed Solution for Voice Communication

SOS™ (Starnet Ongoing Services) -

Network Maintenance Service

StarTRACK™ -

Maintenance Contract Management

StarWATCH™ -

Remote Network Monitoring

StarDR™ -

Disaster Recovery – Business continuity Managed Service

StarSECURE™ -

Firewall, VPN, 2-Factor Authentication, Content Filtering, Secure Proxy, IDP

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--- Assess your core business applications for performance, traffic utilization and user response experience. Baseline your network in advance of changes to assess the impact. Align your network in harmony with your Strategic Business Objectives ---

StarVIEW™



Starnet's Comprehensive Core Business Application Performance Assessment Service

The Problem: Lack of Visibility Into Application Performance Issues

Users of your Mission Critical Business Applications are complaining of slow response times and performance. Your network team is looking at switch and router SNMP statistics and proclaiming the network as healthy. Your server team has checked all the event and error logs and all looks normal. Your application developers have declared they have used all the best practice techniques to optimize performance. Is it the network, the server or the application? How can you determine where the issue lies?

The Solution: StarVIEW™

StarVIEW™ is Starnet's Layer 4 Real-Time Application Performance Monitoring Assessment Service.

For the IT department of today's enterprise to be successful in its quest of assuring performance, integrity and security of the organizations core business applications, it needs to address 4 fundamental challenges:

- ❖ Monitor all data, all the time, balancing this challenge with the complexity and impact of data collection.
- ❖ Maintain the value of collected data while preserving troubleshooting and business relevance.



- ❖ Deliver a 'Unified View' of the network from the correlation of all this data and show a logical and physical representation.
- ❖ Preserve a management balance between the different management silos (Network, server, application).

The StarVIEW™ Approach

StarVIEW™ meets all 4 challenges by utilizing an Application Performance Monitoring technology designed for today's modern and complex enterprises.

We segregate the collected data into different business views. This way, we can accurately assist you in determining where your obstacles to optimum performance are hiding.

- **Business View** – Reports performance for key business functions, sites and services that enable prioritization of troubleshooting efforts. These reports also serve to provide managers a topology for application services that enables a methodology for monitoring the flow of services between business entities.
- **Flow View** – Quickly isolates problems to the server, the application or the network and enables managers to assign the appropriate management team for issue resolution.
- **Infrastructure View** - Pinpoints cloud issues such as peering, route, BGP and MPLS problems which often go undetected by traditional network management/monitoring solutions.

Elements of StarVIEW™ 4 Week Engagement

The StarVIEW™ Application Performance Assessment is divided into 4 phases.

Phase 1 – Core Business Application selection, configuration and deployment of our Layer 4 Collector (AceLIVE) in customer network for 2 weeks

Phase 2 - Accumulation of data. Delivery of StarVIEW™ Application Performance Assessment document incorporating over 80 views of Core Business Application Utilization and Performance.

Phase 3 – Onsite meeting to discuss deliverable, examine the data stored on the collector and determine if any additional fact-finding is required or open questions on application performance remain.

Phase 4 – Incorporate any changes to the collector as dictated by Phase 3. Return in 2 weeks to discuss new data and new views. Uninstall collector.



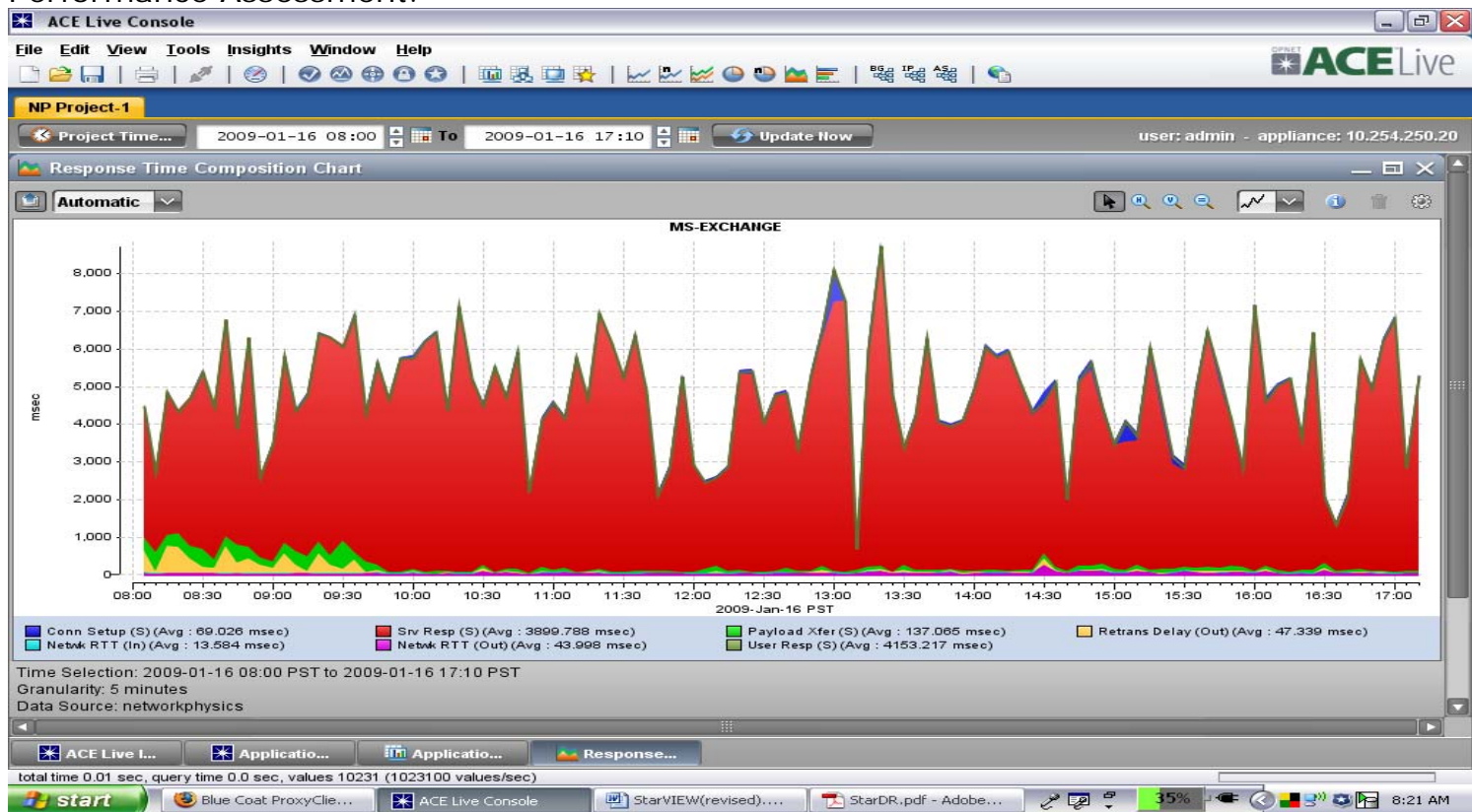
The View from Layer 4

By spanning specific ports in the data center with our data collector, and by operating at Layer 4 we can monitor all end-to-end application flows and eliminate the need to have data collectors at remote sites. We monitor all traffic between a remote location and a critical application within the data center from only a single sensor, without placing any additional traffic on the network.

By collecting data via network span ports and not requiring any taps, agents, synthetic transactions or SNMP traffic, our architecture insulates the network from any burden related to data collection. Further, data collection is insulated from any device level changes in the infrastructure.

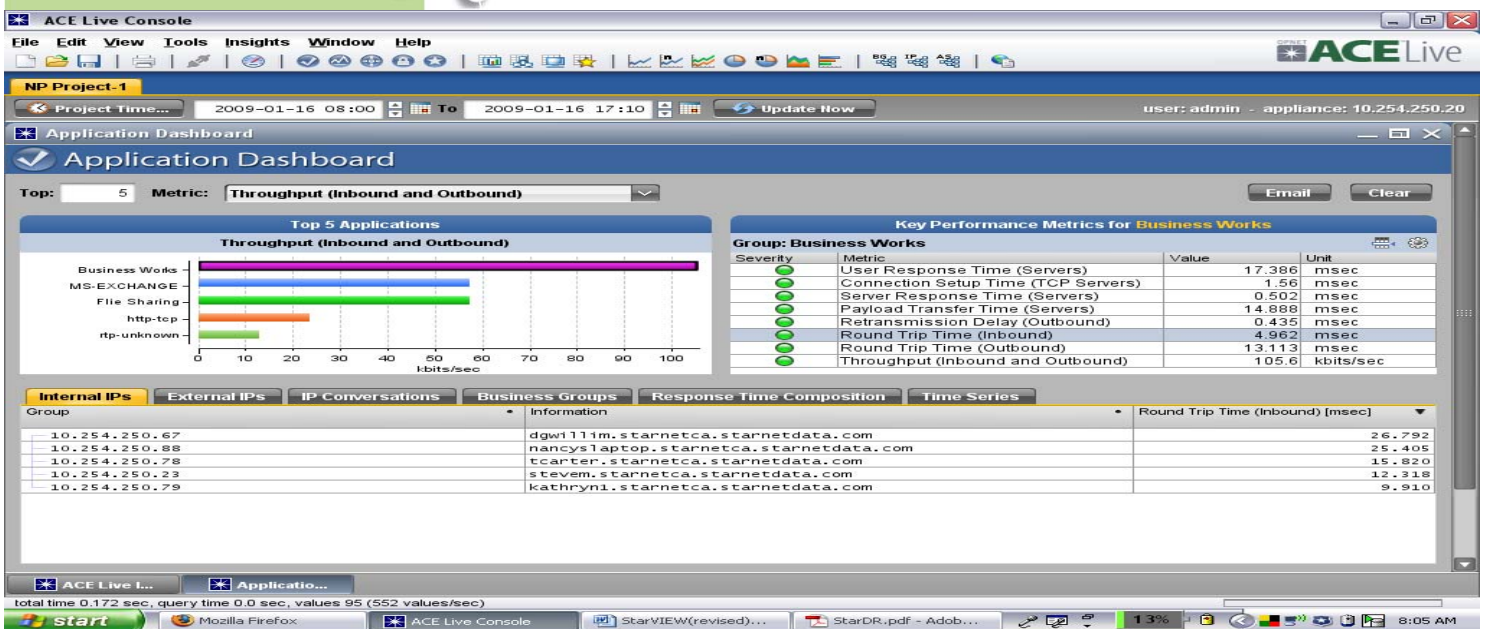
Application Performance Assessment

If your organization requires some deep insight as to the performance level of your core business applications and you need to have this insight delivered quickly with minimal disruption to existing day-to-day operations, call us for a StarVIEW Application Performance Assessment.

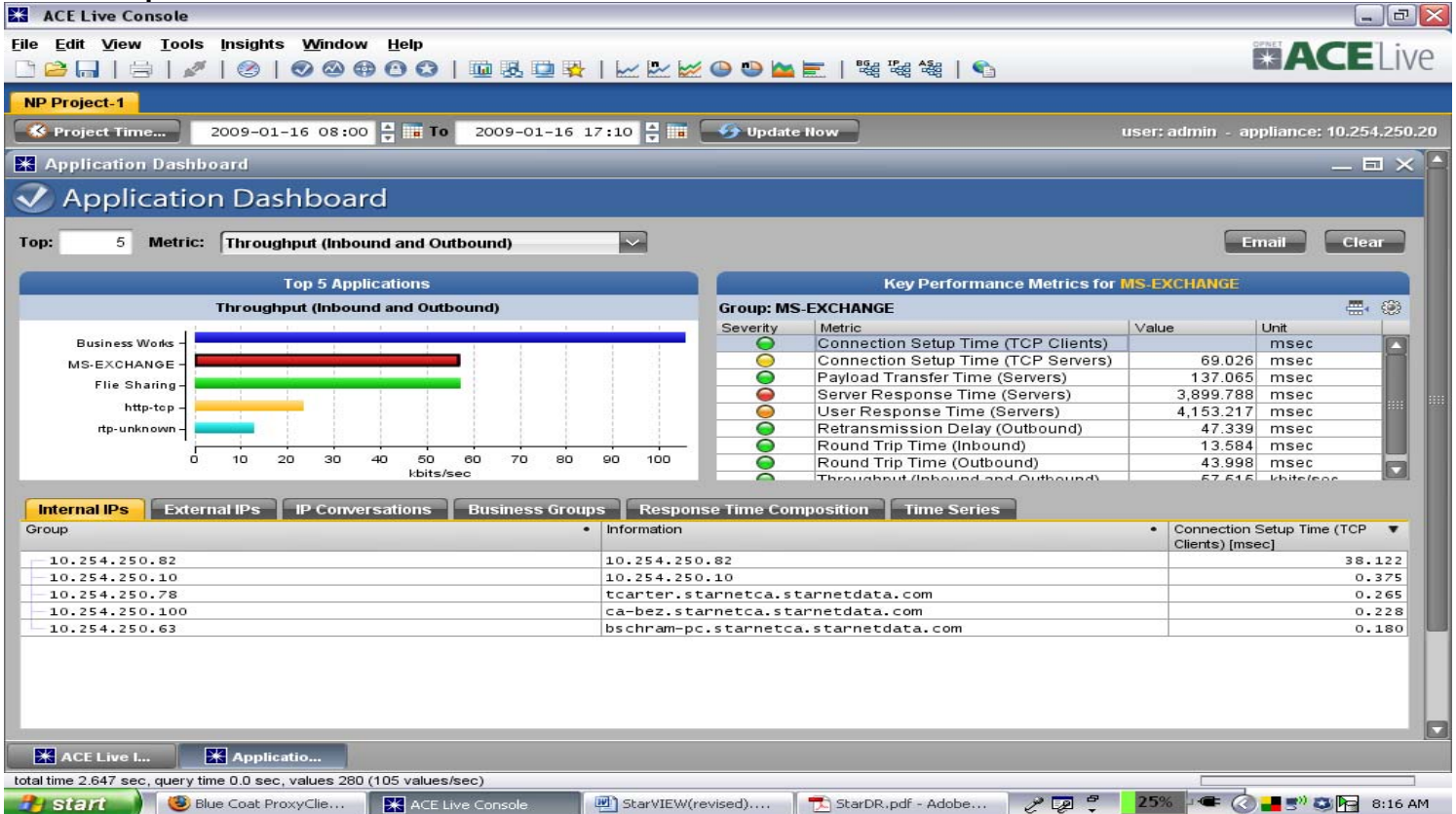


VIEW DESCRIPTION –
Core Business Application –
Performance Metric -
Sort Group -

MS EXCHANGE
RESPONSE TIME COMPOSITION
ALL CONNECTIONS



VIEW DESCRIPTION –
 Core Business Application – BUSINESSWORKS
 Performance Metric - ROUND TRIP TIME (INBOUND)
 Sort Group - INTERNAL IPs



VIEW DESCRIPTION –
 Core Business Application – MS EXCHANGE
 Performance Metric - CONNECTION SETUP TIME (TCP Clients)
 Sort Group - INTERNAL IPs