



## Editure Network Management Service “Increasing Your Network Availability”

The **Editure NMS** is a purpose built network Alerting, Alarming and monitoring appliance provisioned as a managed service. The appliance is installed with Editure’s Network Diagnostic code; and when combined with Editure’s technical resources it presents an effective powerful management platform to ensure that network problems are notified in a timely manner.

### Editure Network Management and Alert Service

The **Editure NMS** uses three methods to gain information about a client’s network activity. The primary method is the monitoring and interrogation of all IP Packets that pass the NMS Server interfaces. Packet information is logged and any packet that falls outside the expected traffic and behaviour on a particular network, or network segment, will initiate an alert.

The second method used by the **Editure NMS** to collect network information is by the interrogation of devices on the network, gaining statistics from Servers, WAN links and LAN ports. The NMS has been designed to interrogate any device that will support basic SNMP agents. Devices can include UPS’s and temperature monitoring devices.

The third method works at the application layer testing actual applications that rely on a combination of Server and Network activity. This validates multiple elements and activities to ensure that the application is being delivered.

The monitoring and interrogation of data can introduce an increase on network overhead. To offset this the **Editure NMS** has been specifically optimised to ensure that performance overheads are reduced to the point of being insignificant.

The critical network information provided by **Editure NMS** allows the tuning of networks to optimum performance levels, and as such it is usual for a client to experience an increase in network performance when an NMS is introduced into the environment.

Detection of WAN link or network device failures as they happen, and alert generation

Additional alerting on predetermined thresholds.

Alerting of selected application failures.

Allows pro-active diagnosis within minutes of a failure.

Monitors network traffic throughput, latency, packet loss and committed information rates.

Monitors and records the *actual* network activity at the time of a fault occurring.

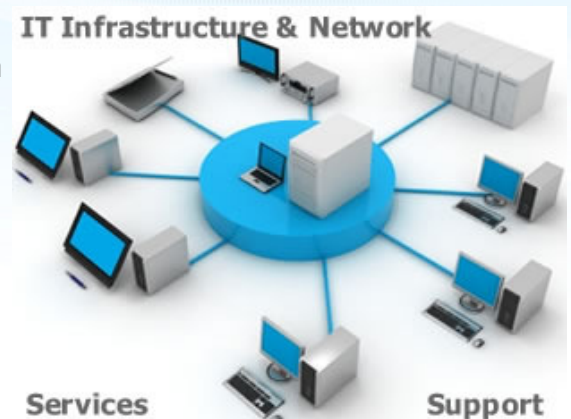
Reduces costs associated with diagnosing problems, and reduces the instances of misdiagnosis

Measures actual system and user interface round trip response times.

Provides history information for retrospective analysis

Maps add a quick reference physical dimension to locating problems.

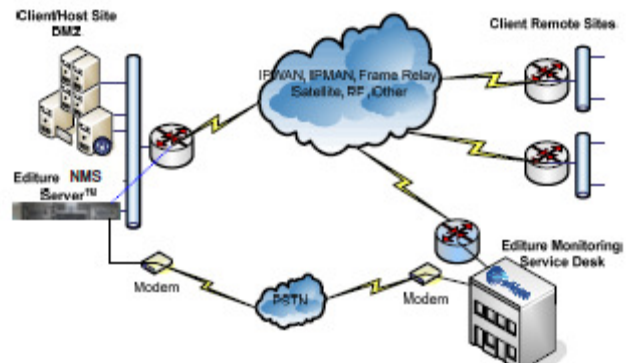
Pictorial switch representation with coloured indicators speeds problem resolution and change deployment.



## Editure NMS Link Security

Editure operates a business unit dedicated to network security technologies. As such all of Editure's network products are as secure as is physically and practically possible. All external connections to the NMS Sever use strong encryption technologies.

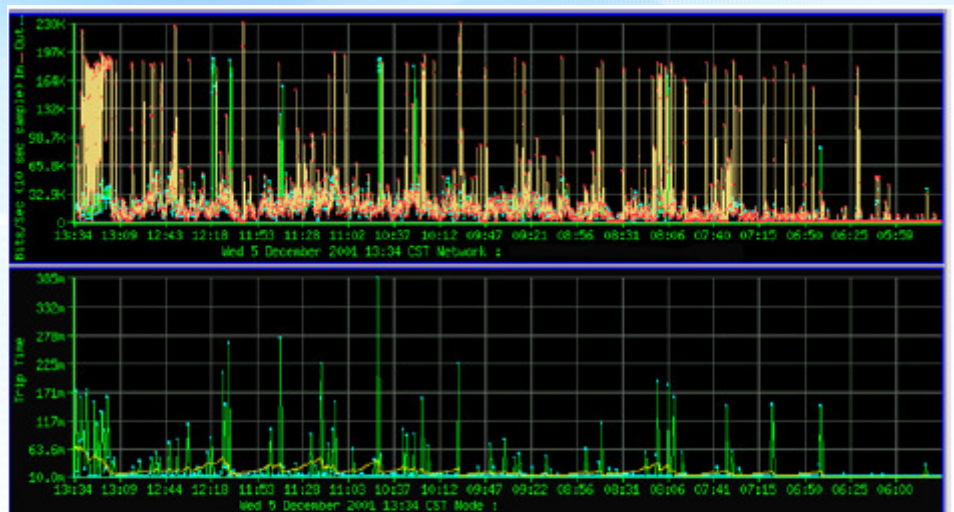
Public key encryption is used for authentication in conjunction with key exchange, where all security keys must be preconfigured with the NMS4 Sever. No IP forwarding is permitted or supported and no connections are permitted when public keys have not been pre-registered.



## WAN Traffic Monitoring & Data Collection

The Editure NMS Sever™ has the capacity to monitor and analyse all inbound and out-bound traffic of a customer site (figure 2) allows a clear and accurate picture as to what is happening on a WAN or network segment. The Traffic measuring details are presented as a web page that can be accessed directly via a secured web connection (HTTPS) or via the NMS Sever™ reporting toolset.

Comparisons between bandwidth utilisation and response times experienced by users.



Traffic to individual hosts on a remote network showing utilisation averaged over 3 minutes, 1 hour and 24 hour periods. Total Traffic is total traffic since midnight.

Hostname	Hosts for network Applied Data Control	Total Traffic		3 Minute Avg		1 Hour Avg		24 Hour Avg	
		Bytes In	Bytes Out	In/Sec	Out/Sec	In/Sec	Out/Sec	In/Sec	Out/Sec
<a href="#">192.168.1.84</a>		32.0M	3.30M	4.84K	495	4.05K	412	587	60
<a href="#">192.168.1.145</a>		8.36M	8.20M	28	31	329	336	86	84
<a href="#">192.168.1.142</a>		12.3M	1.45M	2.28K	134	643	66	110	13
<a href="#">192.168.1.251</a>		4.44M	6.33M	18	4	139	245	125	99
<a href="#">192.168.1.183</a>		4.12M	4.21M	94	62	117	116	40	41

## Charts and History

### REPORTING

Editure's NMS provides graphical reporting on a wide range of relevant network usage and performance statistics including:

- Known IP networks
- Network load map
- Bandwidth Consumers
- IP Service (host/proto/port)
- IP Clients (host/proto/port)
- IP Conversations
- IP Conversations (URL)
- IP Host Info (Brief)
- IP Host Info
- Stats broken down by protocols
- Raw frame length stats
- MAC layer conversation stats
- Ethernet Frame Type stats
- Stats broken down by IP port

Real time input and output statuses on:

- Port and connection status
- Speed
- Duplex
- PoE
- Telephony

All represented via icons and "hints on hover" which double as a hyperlink to the port of interest



Figure 2—1 week Ping chart of a live satellite node

Editure has vastly improved the charting and the duration of stored network data to provide a wealth of historical and diagnostic information for users. The real-time charting includes interactive zoom, pan, key and mouse tracking and "hints on hover" which service desk staff can use immediately with little introduction.

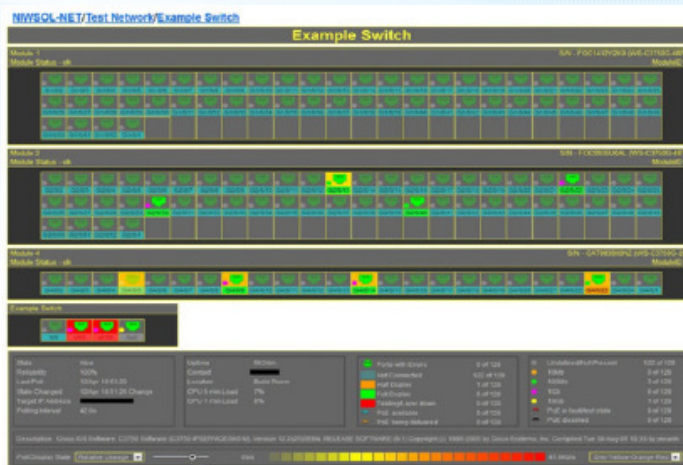
The default charting position is a 24-hour graph. However, the dynamic charting parameters can be changed at a click for:

- Detailed history – No averaging for stored data - limited only by disk capacity (objective is 2 years data)
- Chart Max limits – Crop abnormal results from view
- Specific history – View between a date range
- Increase Detail – regardless of the chart time span, detailed results are easily accessed.
- Show/Hide midnight, maximum and minimum lines

While the default chart refreshes automatically, refreshment is halted on area zoom to enable a detailed review. If the user zooms near the latest data, refresh is enabled allowing a detailed real-time view.

### Port Traffic Analysis

Editure NMS™ now provides dynamically generated switch and router views with full support for "stacked" switches. Routers or Switches need not be "stacked" to support a multi device view, simply group devices together in the data tree and the multi device view will be dynamically generated.



# Service Features and Benefits

## Enhancing the Return on Investment

The Editure NMS offers :

Accurate monitoring of carrier supplied bandwidth and a comparison between *what is being paid for and what is actually being provided*. Editure has assisted customers in realising substantial rebates from some of Australia's biggest commercial data carriers, where having Editure NMS usage statistics have shown under-performance or over-subscription of business grade data services. (Note: this is far more common place than business would usually expect)

### Add-on BUSINESS BENEFITS

Technical support when and where you need it !

Alerts diagnosis to commence within minutes of a failure.

Look at actual network activity at the time of a fault occur ring.

Reduces costs associated with diagnosing problems, by decreasing ' time to resolution' .

Reduces the possibility and instances of misdiagnosis.

Notification of inappropriate network traffic and bandwidth usage (i.e. internet radio, non work-related internet surfing, replications and updates that would better utilise available bandwidth if run out of office hours, etc.)

Prioritisation of specific network traffic which often will result in a reduced need to upgrade bandwidth.

Empowers and support skills development with a customers help desk.

*Editure NMS is today's premier Network monitoring service. Through the integrated monitoring, Editure NMS enables our technical resources to manage the status and health of your infrastructure through a single, secure, Web-based console.*

## Editure NMS Agreement

The Editure NMS™ is offered as a 24 month agreement.

The agreement includes the provision and maintenance of the Hardware and Application Tools as a complete appliance package. It includes the provisioning and installation of all code upgrades, code licenses and hardware support costs. The service can be added to an existing maintenance agreement.

### SERVICES AVAILABLE

Technical Support

Installation and setup

Maintenance

Application Support

Hardware Support

Guaranteed Warranty