NETBEEZ

Detect network problems before users do

Technology and Benefits Overview

Introduction

NetBeez is a distributed network monitoring solution that provides network engineers with real-time and historical performance data from the user layer to quickly detect and solve the most complex issues on wired and WiFi networks. NetBeez detects network connectivity and performance issues through dedicated monitoring sensors, or agents, that simulate user interaction with intranet and Internet applications across wired and wireless media.

The agents, which can be hardware (wired or WiFi) or software (virtual or cloud), send real-time availability and performance data to the central server and generate key performance indicators of network and service quality as seen by the end users. NetBeez enables IT departments to detect and troubleshoot remote network issues by providing information about the scale of an outage and whether the problem is occurring on the network or on the application layer.

Figure 1. The NetBeez dashboard is user-friendly, multiuser, and multirole.

GigE wired	FastE wired	Wireless	External	Virtual
High throughput bandwidth assessment	Easily deployed to remote locations	Verify WiFi performance	Runs on the cloud	Deployed at data centers

Figure 2. The NetBeez monitoring agents support any network environment: small branch offices, large corporate locations, wireless infrastructures, data centers, and cloud networks.

Architecture

NetBeez runs on client-server architecture and is composed of plug-and-play hardware agents that are managed and controlled by a central server. The central server runs the database, the agents' controller, and the browser-based dashboard (developed with HTML5 technologies). The central server runs in the cloud or on-premise as a virtual appliance.

Benefits

NetBeez is a user-friendly solution and provides quick access to network performance data that other services are not able to provide. Benefits of using NetBeez include:

Quick ticket escalation
- Trend analysis of real-time monitoring data collected from all network

locations enables quick detection and escalation of network and application performance degradation issues.

- NetBeez enables service desk and network operators to take action when network issues arise without relying on expert level engineers.
- NetBeez can be easily integrated with other existing network monitoring tools by sending SNMP traps or email alerts.

Reduced time to detection and repair

- Dedicated monitoring agents collect information that otherwise has to be retrieved by onsite personnel or dedicated workstations. The high-frequency tests run by the agents provide quick detection of connectivity and performance degradation issues on any wired or WiFi network.

Reduced human-driven outages

- Always on and in real-time. NetBeez agents perform continuous reachability and network availability tests, providing a convenient approach for validating network configuration changes.

Improved IT governance

- Generate network performance and availability reports that can be used to pinpoint network segments that underperform or to enforce Service Level Agreements with service providers.
- The NetBeez dashboard offers a simple and intuitive way to get a clear picture of the status of the network as seen by the end-users.

Users

NetBeez's primary users are network and WiFi engineers, architects, and NOC operators who must provide proactive detection of performance degradation and a quick response to network and application issues. IT managers and directors use this data to identify underperforming areas of the enterprise, justify network upgrades with performance reports, and plan network refreshing with quantifiable data.

Why?

Existing network monitoring tools are built upon the standard Simple Network Management Protocol (SNMP), which was designed to allow network devices to send alerts to an SNMP server when they detect a hardware failure or other conditions that require administrative attention. While this protocol is useful to get alerts from network components, it's not capable of detecting

and notifying the network operator of connectivity and performance issues that affect the end-user. To solve this problem, an additional end-user-centric layer of monitoring is needed to detect and immediately report outages that impact users. Such a system would not replace the role of an SNMP server, which is still needed to monitor the network hardware, but would complement its function by providing a more complete picture of the network and its services. NetBeez is designed to meet these needs, while providing enterprises with a solution that integrates well with existing network management software.

How?

NetBeez is offered as a scalable subscription service with a variety of plans to fit your needs. Plans include software updates, online support, maintenance, and replacement of the hardware agents.

Ready to take a closer look?

Schedule a NetBeez demo for a customized product tour based on your needs.

Schedule a demo

NETBEEZ

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