

# What's New With SevOne NPM?

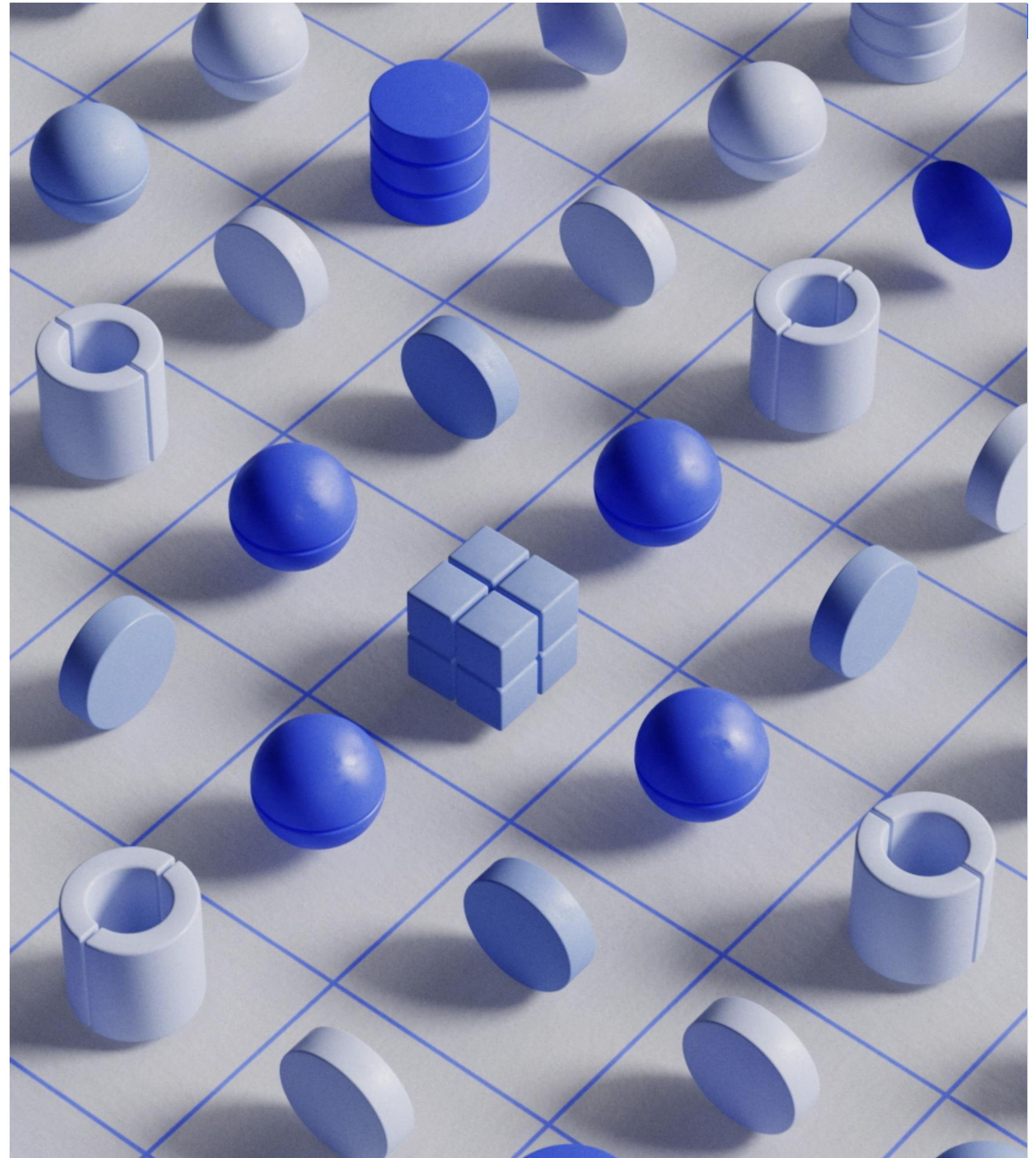
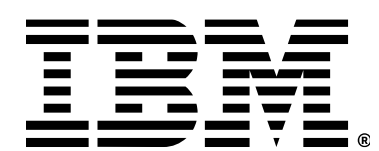
Welcome to our community event – a forum for users, industry experts, and IBMers

Your Product team today:

Brian Promes

Mandy Reyes

Deva Dash





# What's on the Agenda

- Why Customers Trust SevOne NPM
- Best Practices for Continuous Network Performance
- What New with SevOne NPM v6.5?
- Let's Demo it LIVE!

Stay for Q&A

# Why Customers Trust SevOne NPM

Applications are the business.

50%

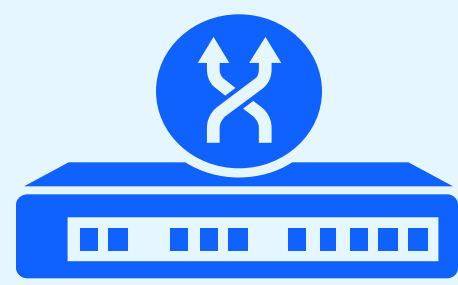
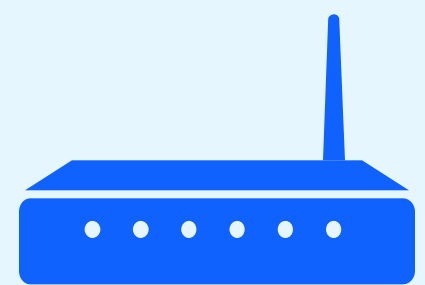
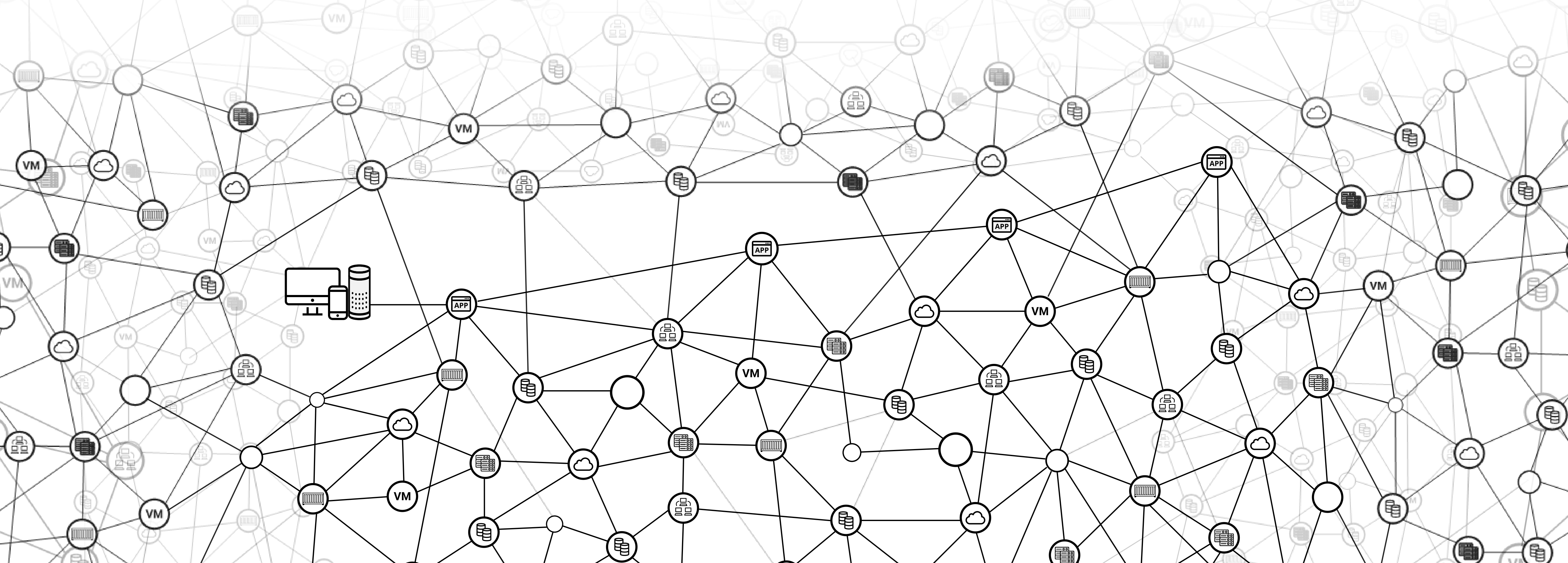
of organizations estimate  
they have up to  
100 applications\*  
in their portfolio to engage  
clients and run the business

\*IDC, Worldwide Application Services, 2021, Doc # US47588016





Applications rely on resources to perform.  
*Network performance is critical to application performance.*



Wi-Fi | Campus Routing & Switching | SD-Datacenter | Edge | SD-WAN | Branch/Home | Hybrid Cloud | Managed and Communications Service Provider

# Continuous network performance is increasingly challenging in the multicloud era.

Shift from static networks to dynamic

5 Min → 1 Minute polling or less

Rack & Stack/CLI Jockey → DevOps & APIs

Legacy  
Monitoring  
Can't Keep  
Up

Next  
Generation  
Networks

SDN, SD-WAN,  
Wifi, Cloud, 5G

Infrastructure modernization is the #1-way CIOs look to achieve;  
agility, time to market, improve service quality and cost efficiency<sup>1</sup>

Branch, Multicloud, Mobile & MSP networks

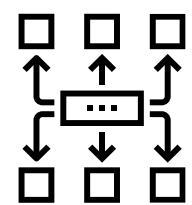
Requirements to monitor networks today + tomorrow

1. Unlocking business acceleration in a hybrid cloud world  
Copyright © 2019 McKinsey & Company.

# Businesses require continuous network performance.

## What If You Could Have Application-Aware Network Observability?

### Complete Network Visibility



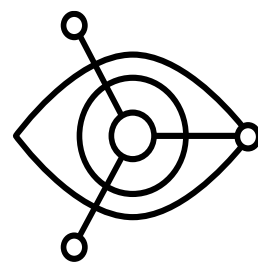
- Supports hybrid cloud network observability
- 250+ vendors metric + flow data for application context
- Leverages innovative architecture collecting billions of data points a day

### Machine Learning Analytics



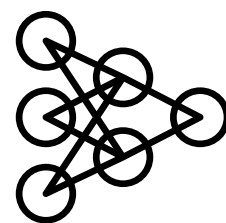
- Automatically know what's normal and what's not for every metric
- Flexible OOTB alert policies with standard deviation analysis
- Dynamic capacity and trend analysis for future traffic

### Advanced Visualization/Workflow



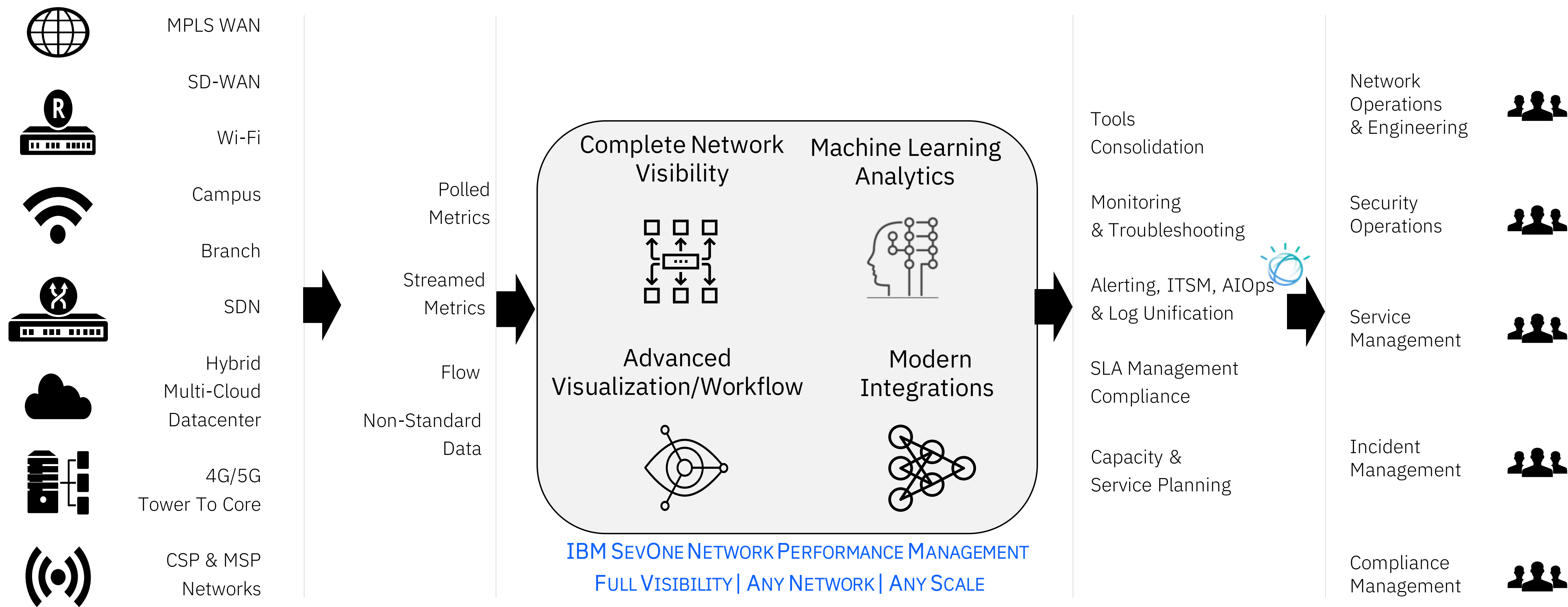
- Provides Day 1 dashboards + troubleshooting workflows
- Easily pivot between metrics, flow and Splunk/ELK log data
- Share visualizations and workflows across teams

### Modern Integrations



- Gain flexibility with powerful API, Webhooks and streaming metrics
- Improve workflows by integrating with IT and AIOps platforms
- Visualize 3<sup>rd</sup> party data into a highly customizable reporting layer

# IBM SevOne Network Performance Management



Solutions For Enterprise, MSPs & CSPs

SDN Monitoring | SD-WAN Monitoring | Cloud | Enterprise Wi-Fi Monitoring | 5G | Hybrid Workplace



# Operationalize performance data across multiple business functions and teams

*“When planning architectural changes to our IT systems, we now have the ability to go back and consider history. We can use SevOne reports to create a before and after comparison, so **we can say, with certainty, that those changes had an impact.**”*

–

**Tom Shurer**

Vice President Information Resources,  
Devereux Advanced Behavioral Health

## Performance Data with Application Context

- Higher performance & availability
- Lower MTTR / MTTI
- Faster service rollout
- Lower TCO (vs existing)
- Improved customer retention

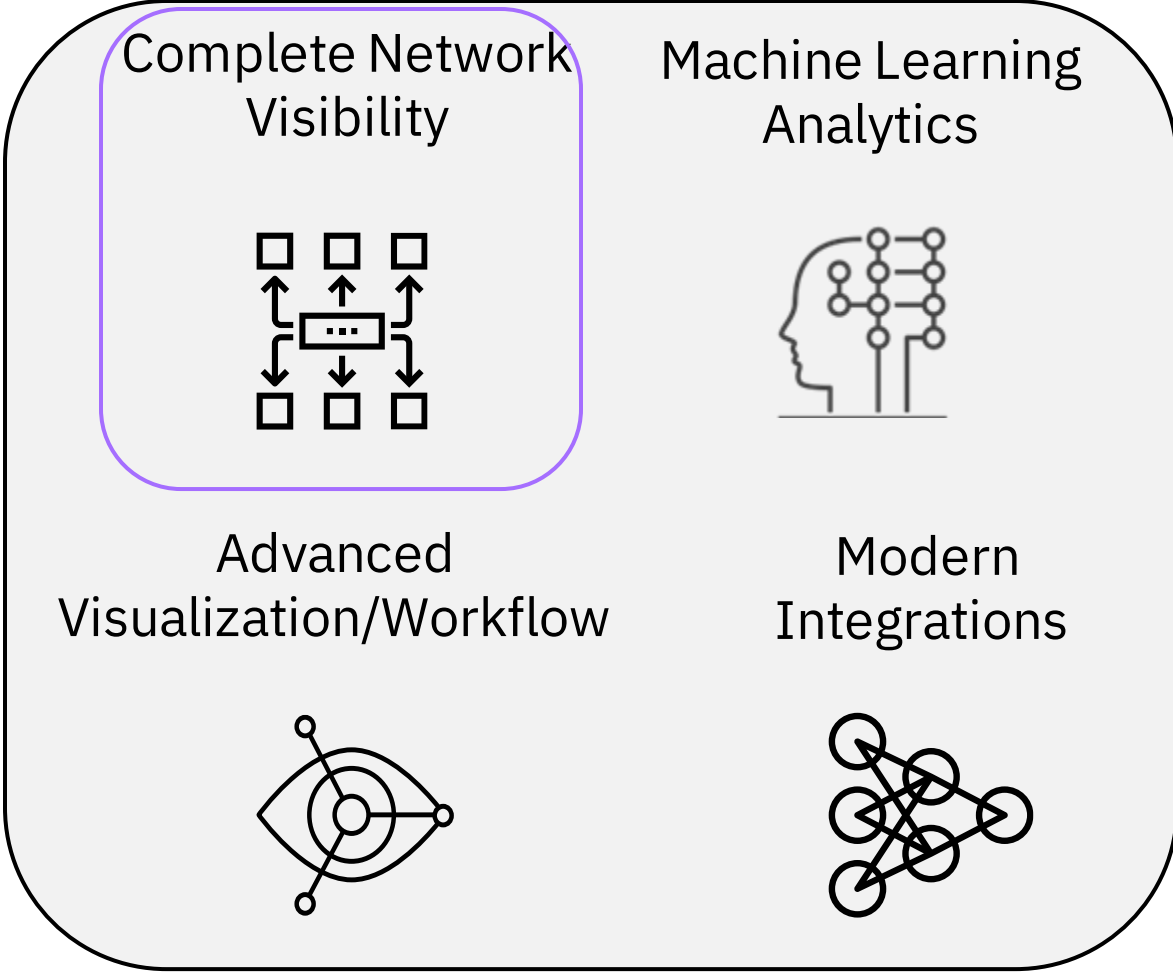
## Powering Business-Critical Use Cases

- Proactive troubleshooting
- SLA & compliance reporting
- Capacity management
- New service insight
- Tools consolidation

# Best Practices for Continuous Network Performance

# Best Practices for Continuous Network Performance

## Step 1 – Get the Network Data



### Complete Network Visibility

250+ Vendors  
Metrics & Flow, Multi-Domain  
10 Day SLA New SNMP Device  
One Year As Polled Retention  
Multi-Cloud, Data Center  
SD-WAN, SDN, Wi-Fi,  
Next Gen Branch, 5G

IT Operations Integration

Executive Reports & Workflow

Insight via Baselining, Analytics & Alerting

High Availability Monitoring

NextGen Network Collection Ready

Application Flow Collection – 100%

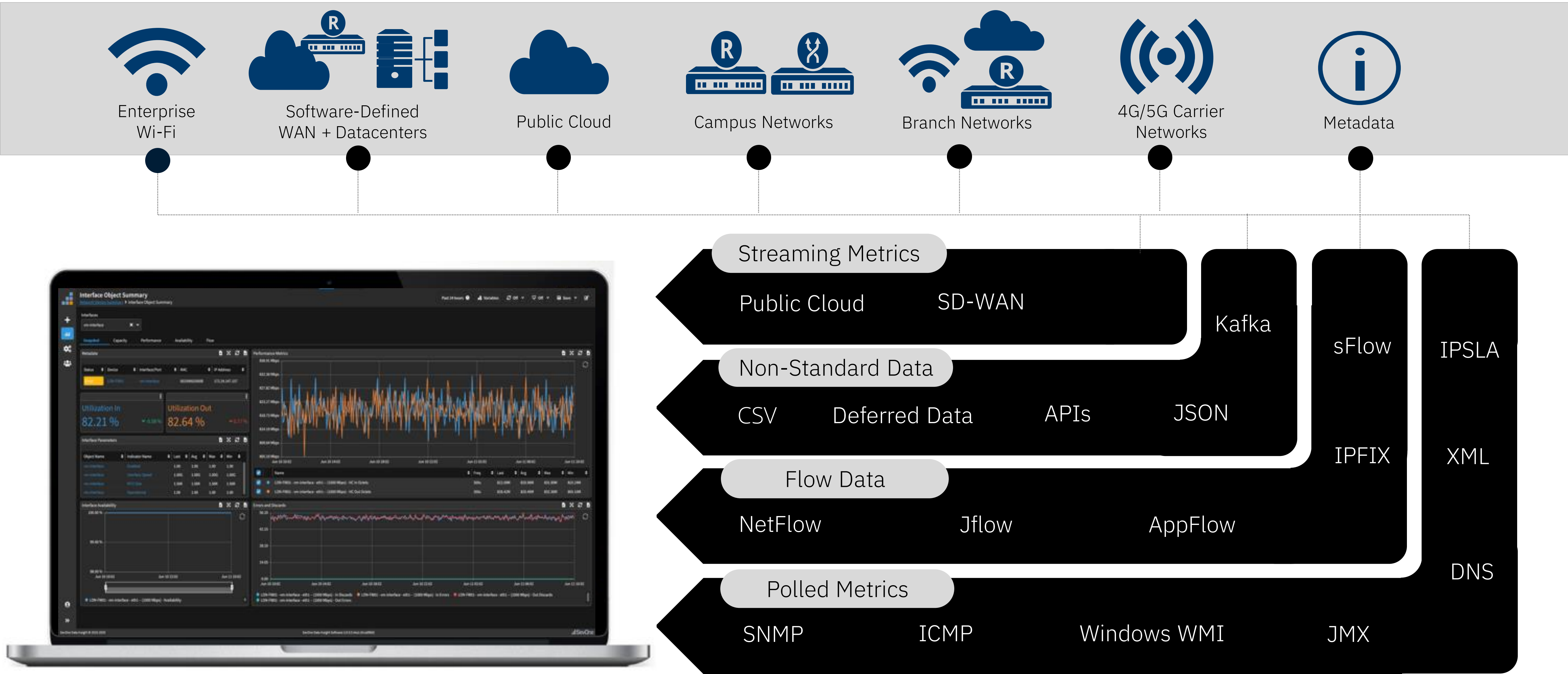
Network Metric Collection -100%





# Get The Network Data

## *Support Today – Enable Tomorrow*



# 250+ Vendors *For Your Network Today*

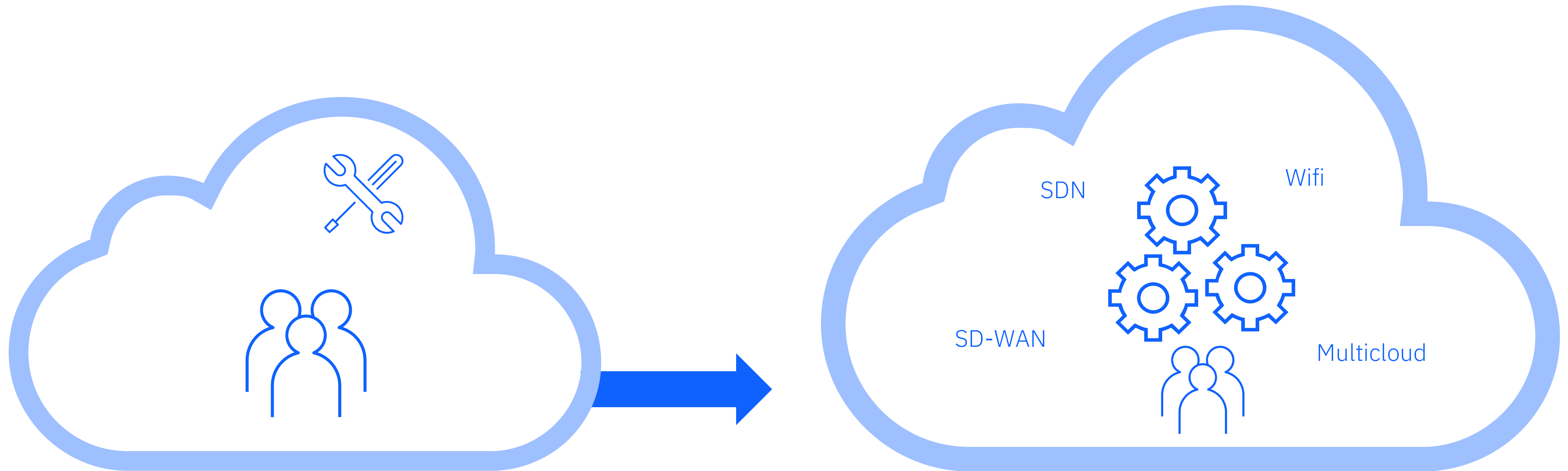
Vendors Supported “Out of the box”, Including:

Cisco  
Juniper  
Palo Alto  
F5  
Aruba  
Fortinet  
Arista  
Nokia  
Versa  
VMware  
EMC  
Motorola  
and more!

SevOne NPM will certify new SNMP devices in your network in 10 business days or less.



# Plus, the Networks of Tomorrow



Static

Complicated, Time-consuming Manual Processes  
Configuring Vendor Specific UI/APIs

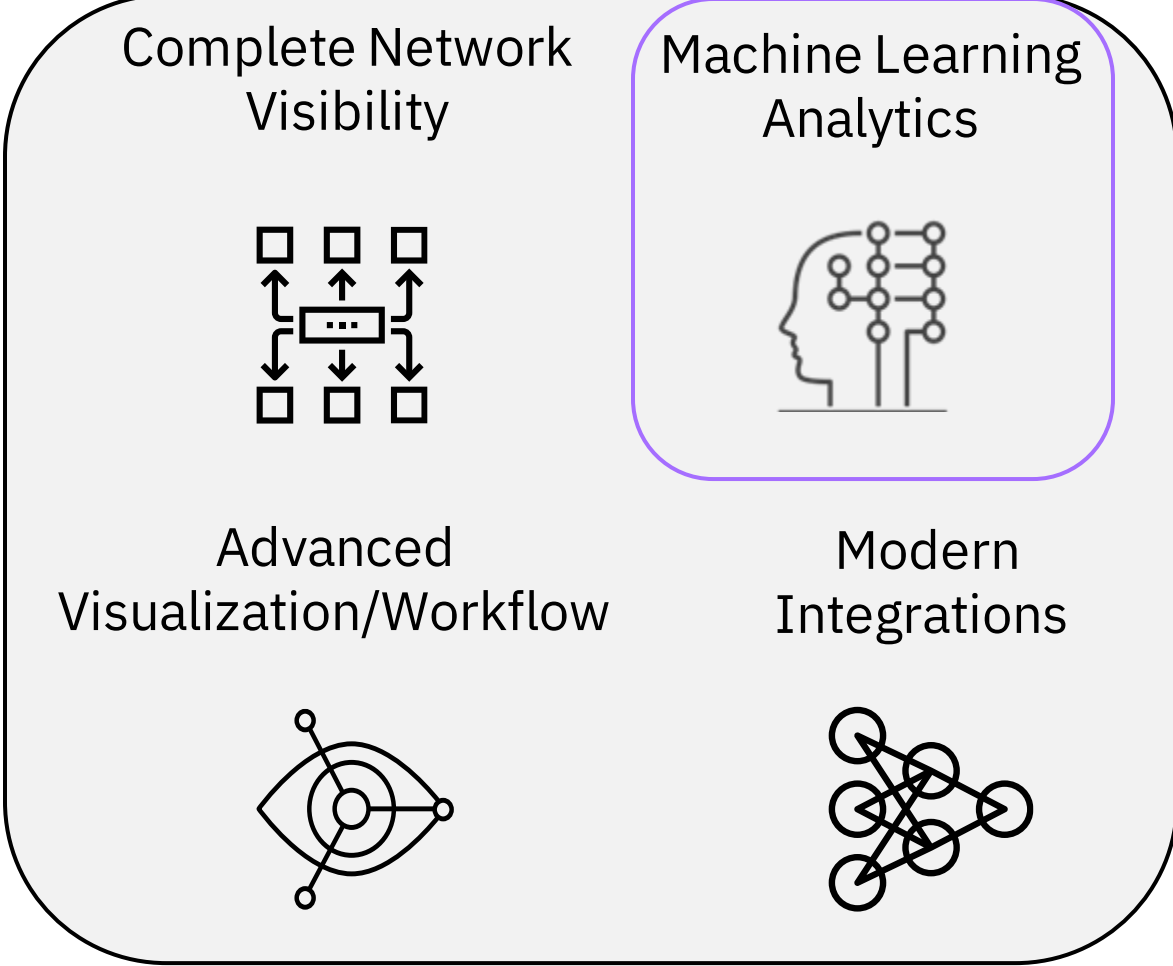
Dynamic, On-Demand Infrastructure

Across Datacenter, WAN & Multi-Cloud



# Best Practices for Continuous Network Performance

## Step 2- ML-based Advanced Analytics



### Insights

Baselines, Standard Deviations, Top N, Dynamic Capacity Analysis, Custom Calculations, Synthetic Indicators, Static/Dynamic Thresholds, Maintenance Windows, Grouping, Alert Policies



# Machine Learning-based Baselines

Machine learning to help you automatically know what is **NORMAL** and **WHAT IS NOT**

Automatically calculates baselines for **EVERY METRIC** collected



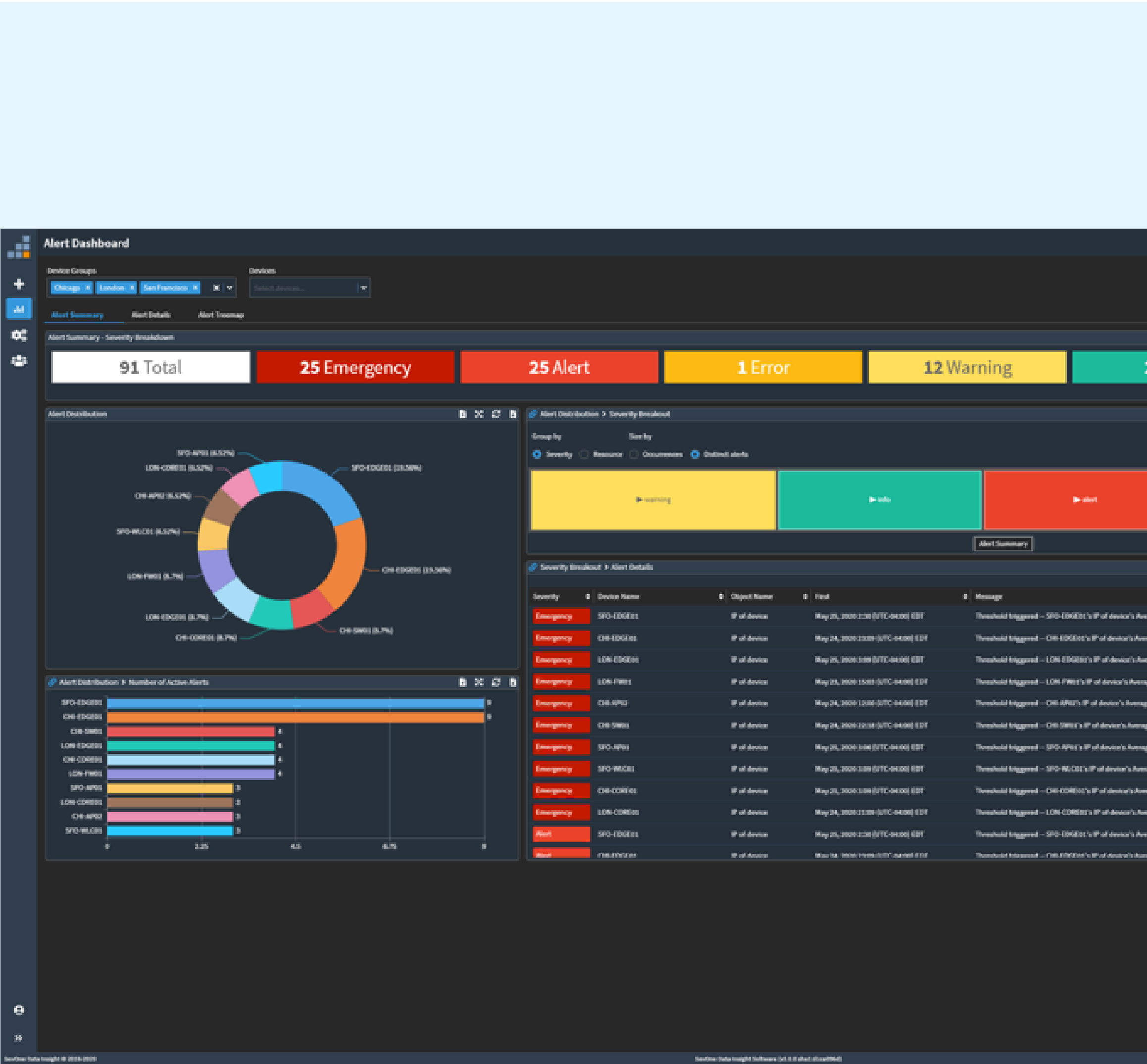
# Alert Subscriptions

## What Is It & Why Does It Matter?

- Alert Subscriptions allow users to automatically be notified when thresholds are violated. Alert subscriptions are customizable.
- Users can quickly assess device health by severity, and immediately identify the number and duration of outages.

## Use Case

With one click, users have complete visibility into the performance information needed to quickly isolate, assess, and resolve issues before they impact your end-users.

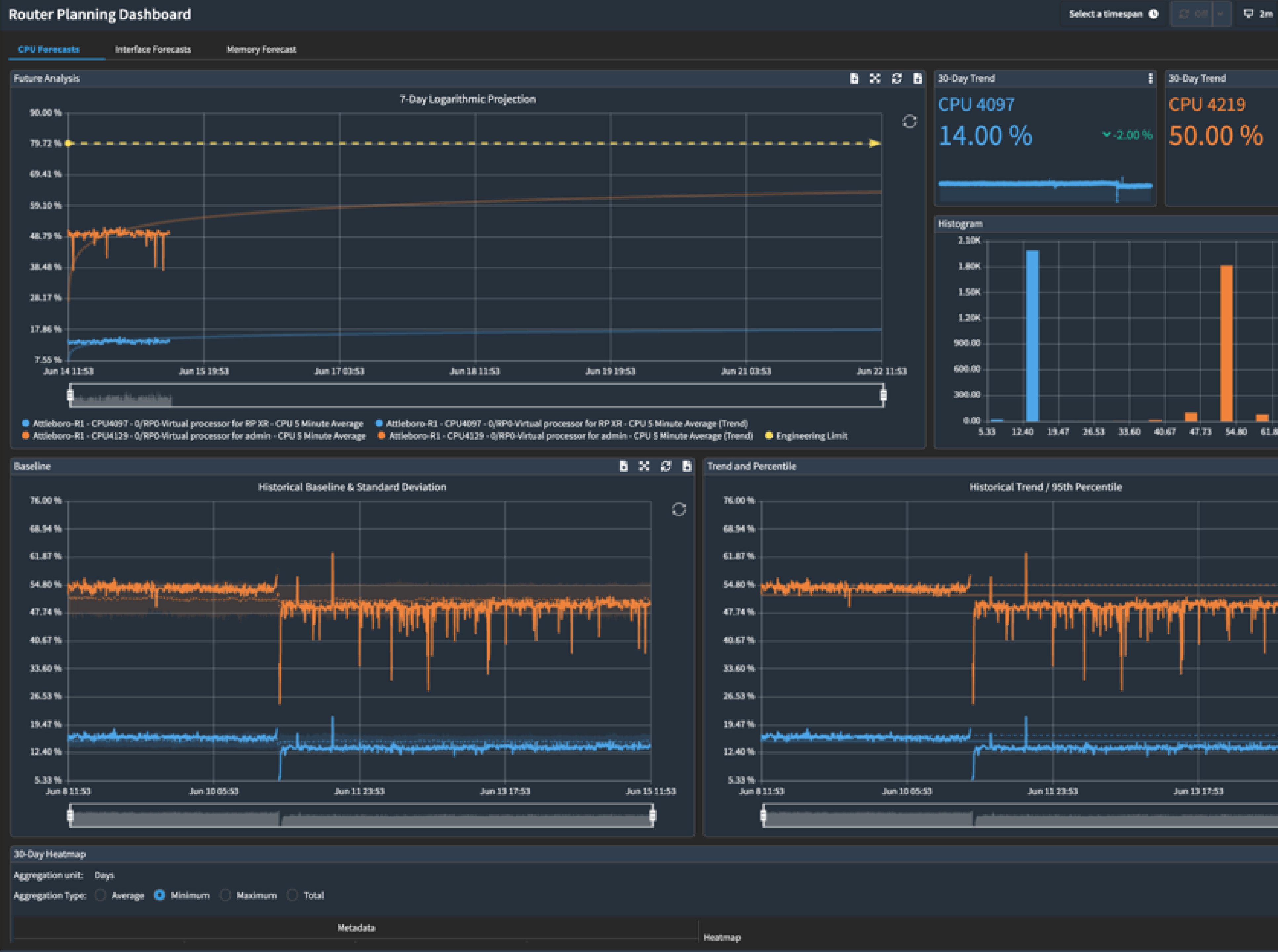




# Capacity Planning

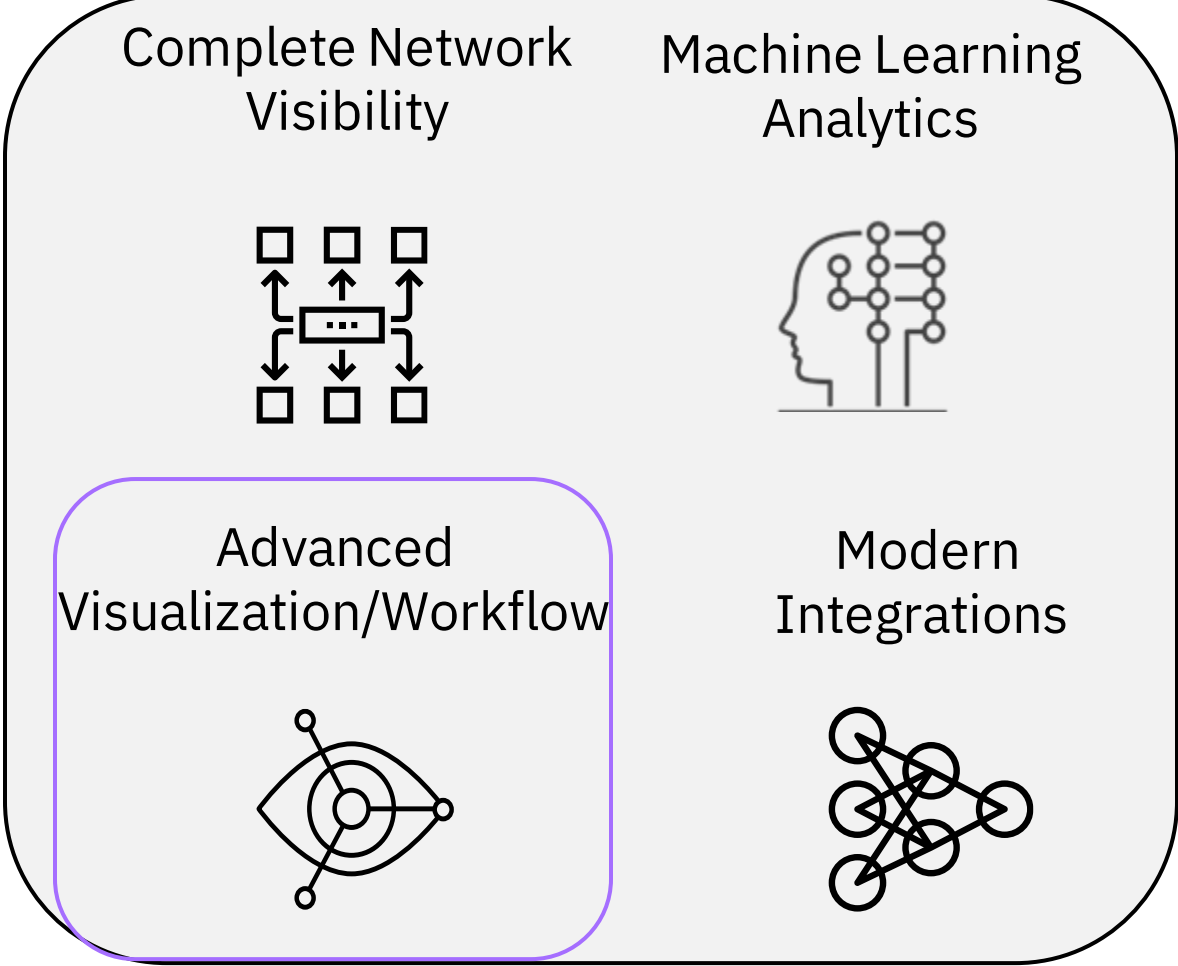
Automatically Project  
Your **Future Needs**

Leverage your real-time  
and historical data  
patterns



# Best Practices for Continuous Network Performance

## Step 3 – Advanced Visualization and Workflow



### Executive Reports & Workflow

Day One Reporting,  
Shareable Workflow, Live Maps,  
Heat Maps, Geo-Topology,  
Custom Backgrounds,  
Multi-Tenant Ready, & More



# Day One Reporting

## Immediate value

Out of the box, day one reporting, with a series of auto-populating reports for common network performance reporting needs.

- Easily edit any of the out-of-the-box reports or create new reports from scratch - in both dark and light mode –
- Then reuse them for different regions/offices, saving hours of report building, while enabling consistent insights across multi-site operations teams.





# Shareable Workflows

## What Is It & Why Does It Matter?

Users can easily create customizable visualizations and workflows that can be shared by any consumer across an organization, from line of business owners to engineers and operations teams.

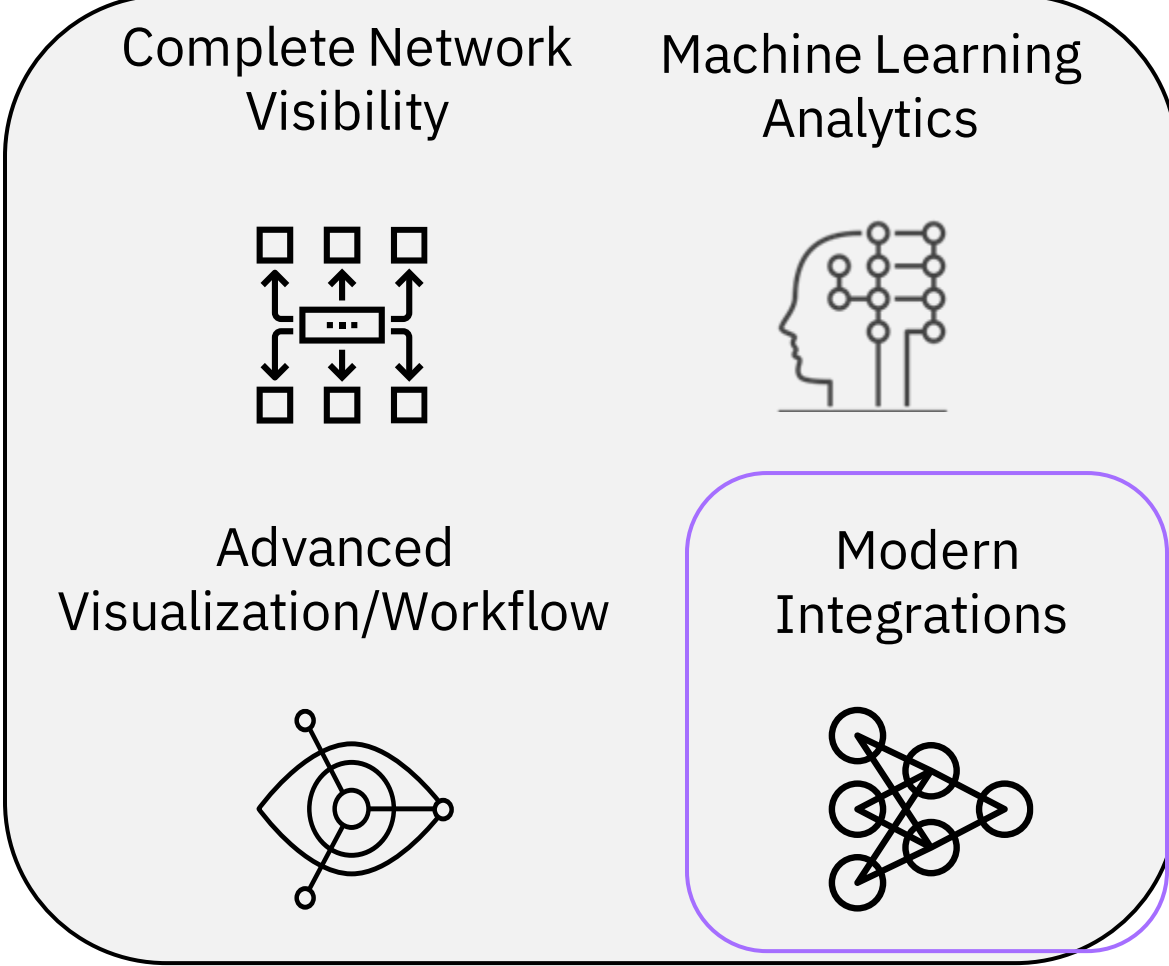
## Use Case

- SevOne users can deliver the right insight to the right person, at the right time.
- Users do not need to send outdated reports, and instead share live data, allowing for more accurate decision making.

## Executive Reports & Workflow

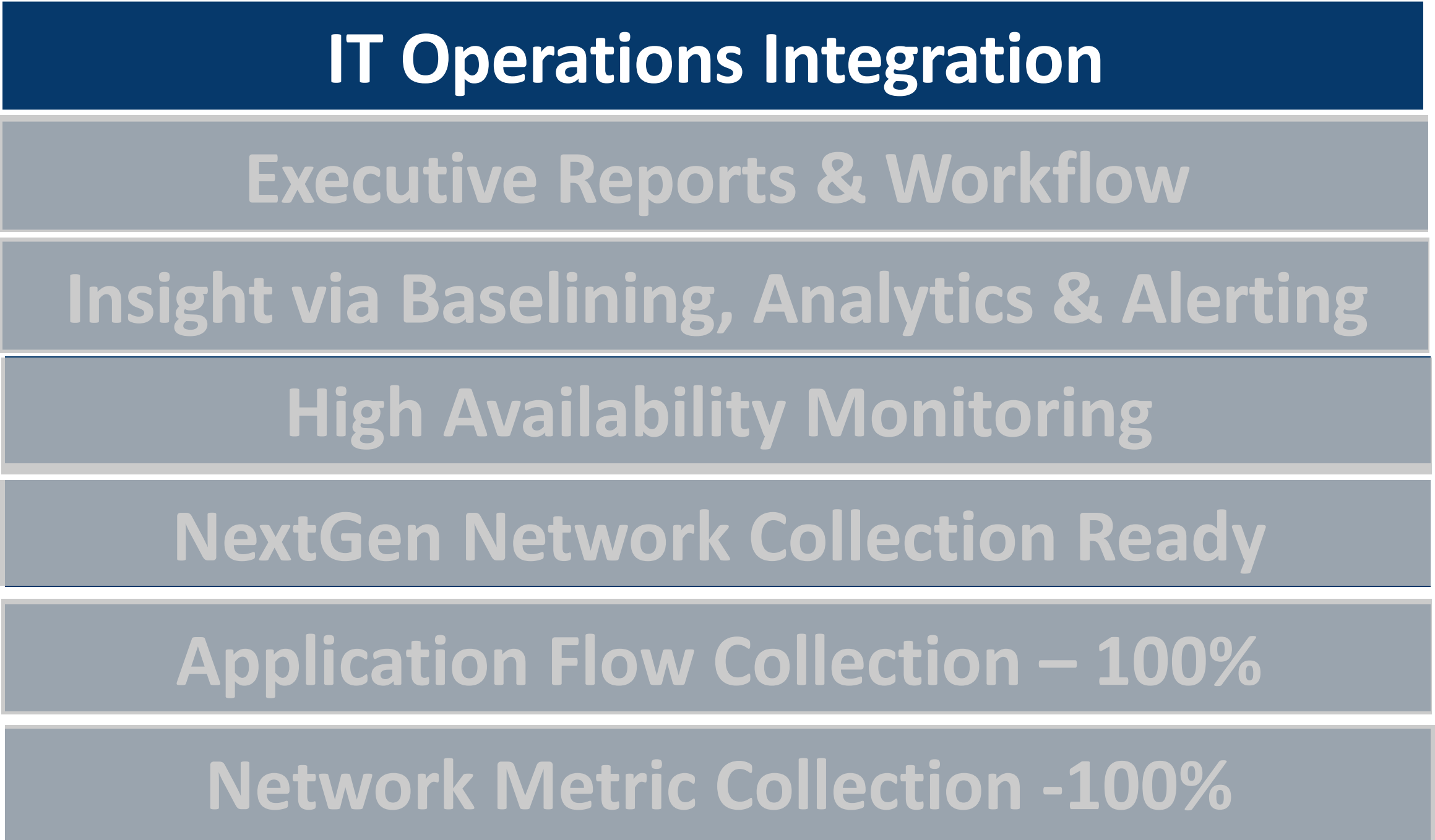
# Best Practices for Continuous Network Performance

## Step 4 –IT Operations Integration



### IT Operations Integration

Visualize 3rd Party Data Sources with SevOne Data in the Same Dashboard  
2-Way Integration w/ ITSM Platforms  
Streaming Metrics to Apache Kafka and Apache Pulsar



# Simple Unification of Data

Leverage Webhooks and APIs for  
ITSM and AIOps Ecosystem Integration





# Operationalize performance data across multiple business functions and teams

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## Powering Business-Critical Use Cases

- Proactive troubleshooting
- SLA & compliance reporting
- Capacity management
- New service insight
- Tools consolidation

# What's New with SevOne NPM?

Spot, address, and prevent network performance issues with machine learning-powered analytics from a single source.

What's New in v6.4 - [Nov 2022 release](#)

Application-aware NPM

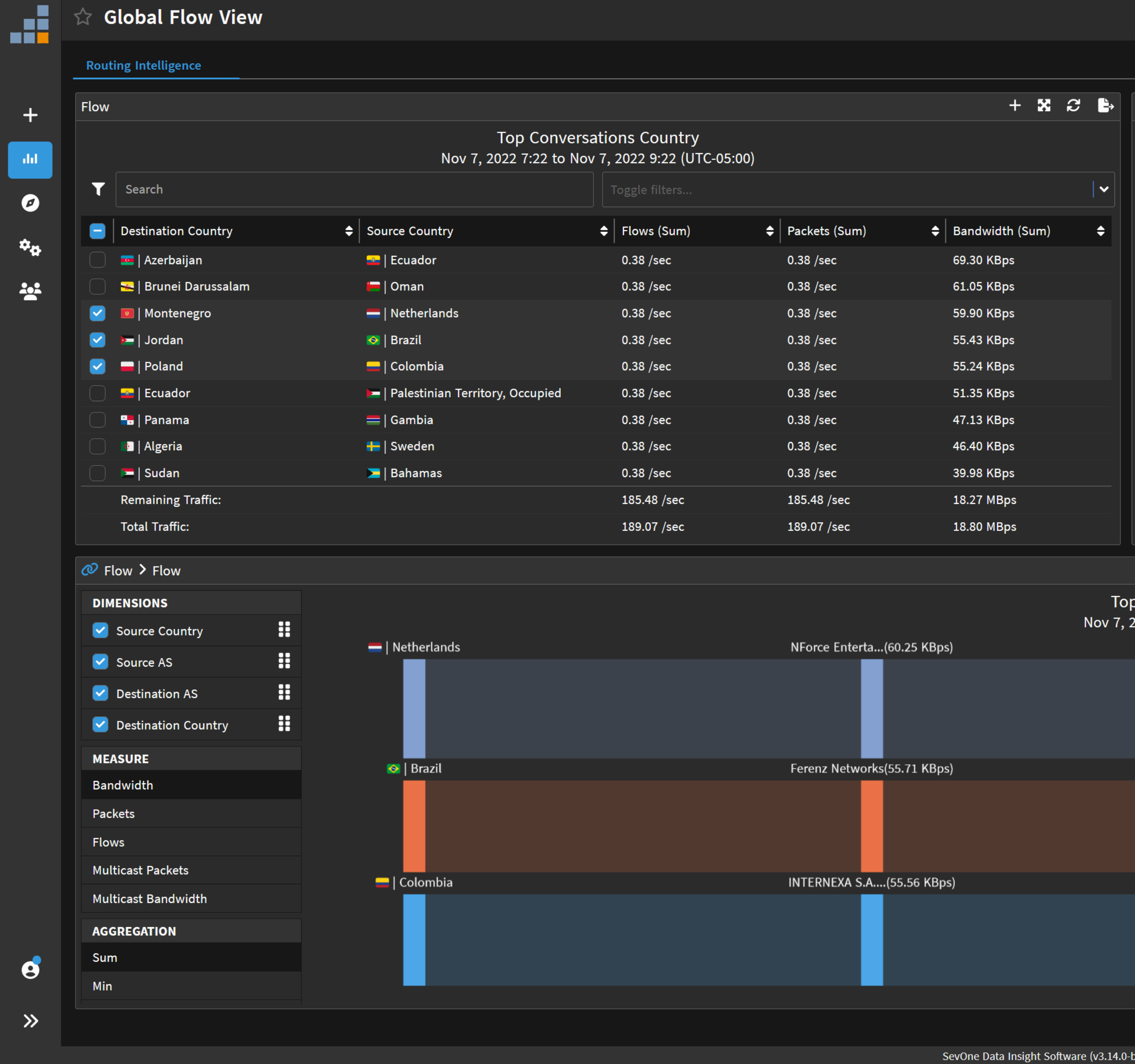
- Enables users to understand application country of origin access across their network
- Streamlined analysis with Sankey diagrams allowing users to visualize application traffic flows more easily
- 50% increase in interface capacity allows users to collect flow data more efficiently
- Expanded flow policy rules

Expanded multi-vendor SD-WAN and Wi-Fi

- Support for collecting, analyzing and visualizing performance metrics from Fortinet SD-WAN-based networks
- Curated SD-WAN reports based on best practices
- Support for Aruba Wi-Fi Instant-on

Enhanced AIOps ecosystem integration

- Embed in-context, drill-back URLs directly into any webhook-based SevOne NPM alert integration with the AIOps ecosystem, including [IBM Cloud Pak for Watson AIOps](#).

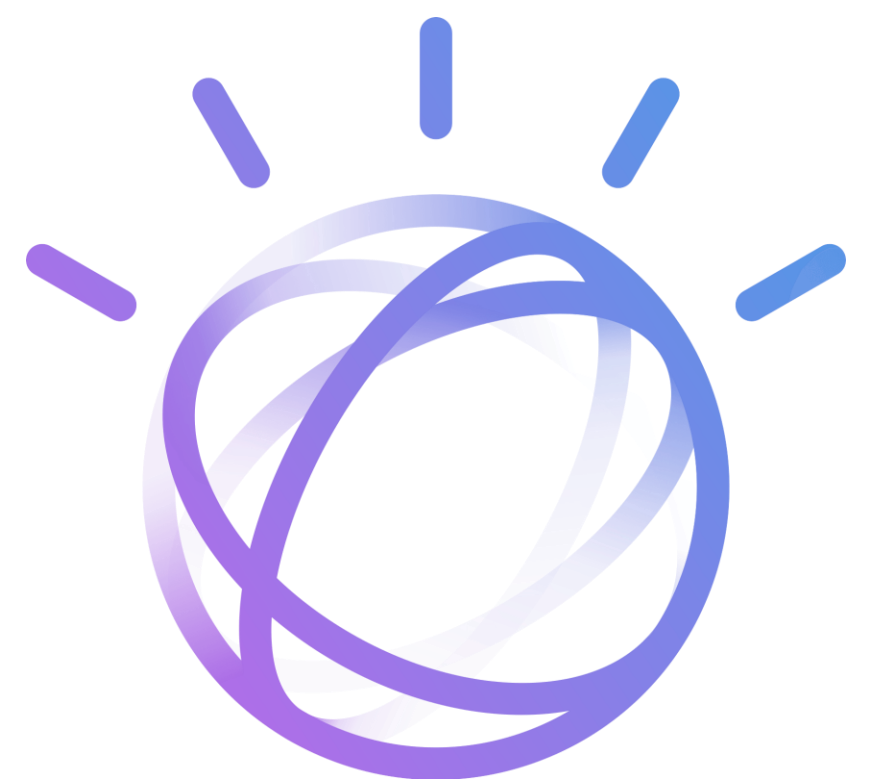


# SevOne NPM 6.5

Cloud Monitoring for AWS



Watson AIOps Webhook  
Templates



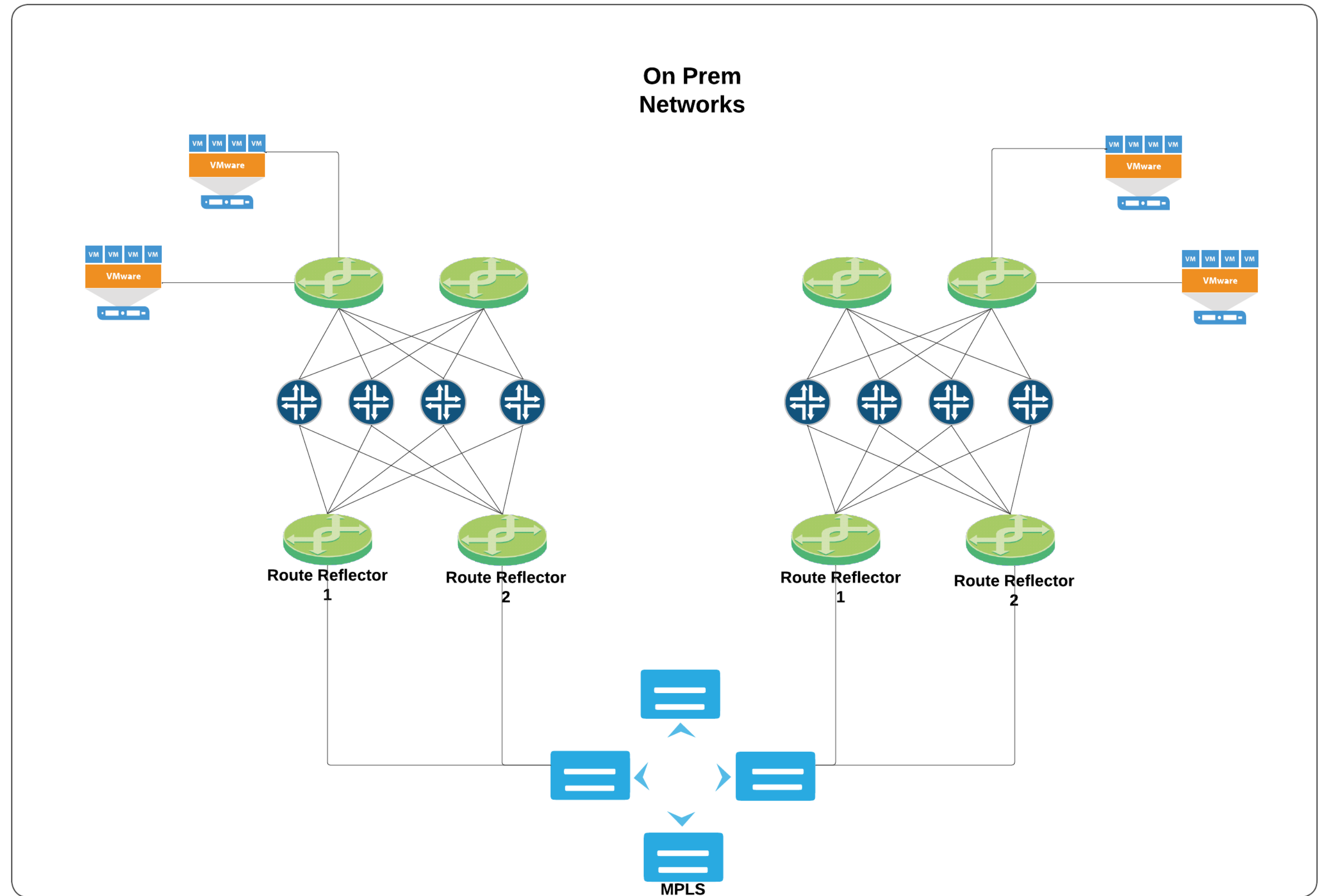
Topology discovery for  
EIGRP and IS-IS





# SevOne as of 6.4

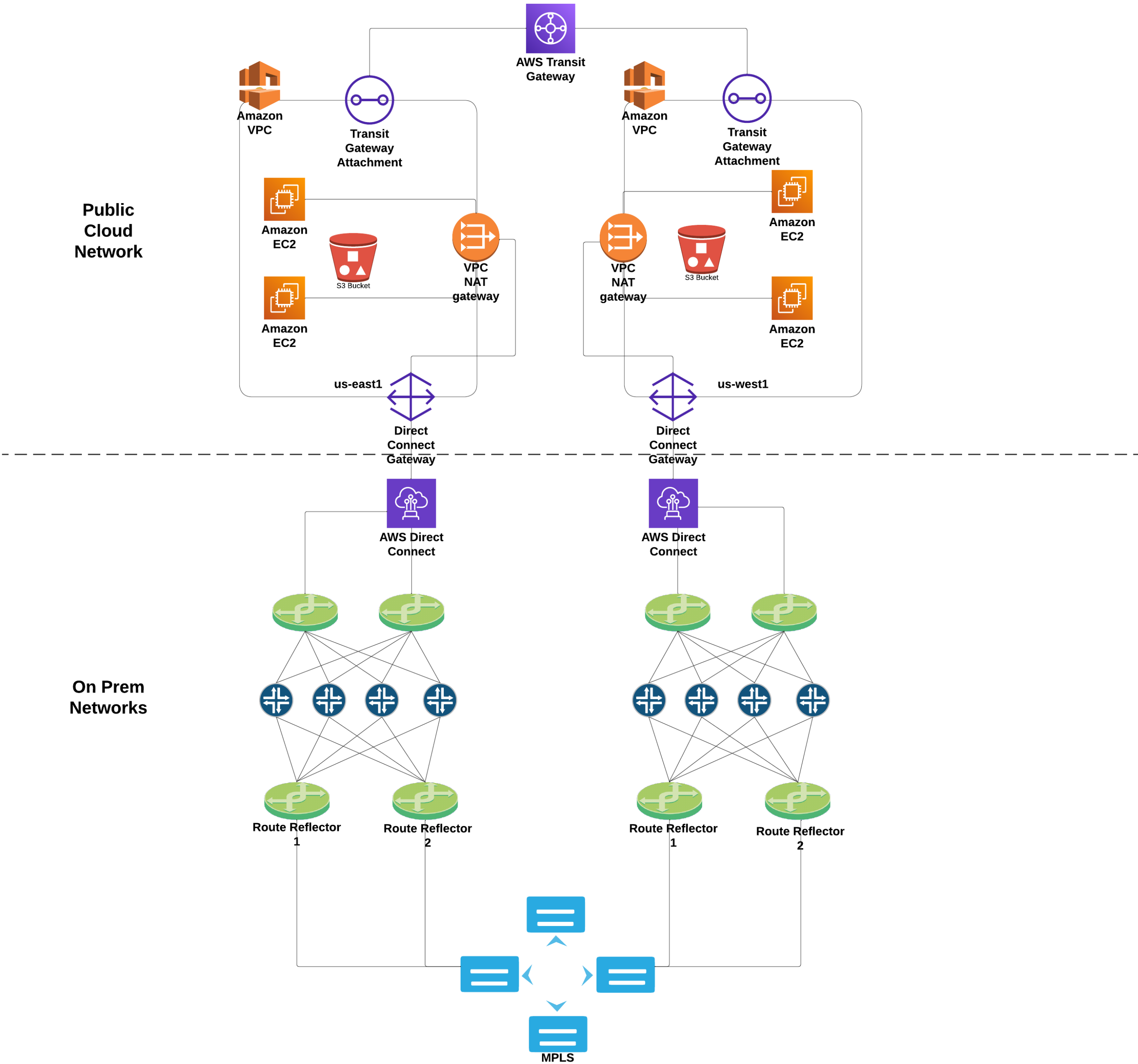
- SevOne has been an expert at monitoring On-Prem networks satisfying needs of organizations that have workloads in On-prem Compute.
- As organizations move to the Public Cloud, there was an increased visibility gap.
- Outages in the Public Cloud meant that Network Engineers had no idea why an issue is occurring. This resulted in lower MTTR.
- As workloads move to the Public Cloud, Organizations increasingly complained of lack of visibility in the Public Cloud.



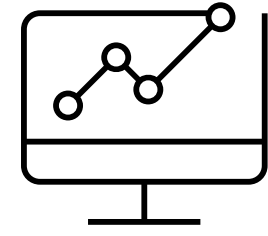
# How do you monitor network performance in a Hybrid Cloud environment?

- With the addition of Cloud monitoring components to IBM SevOne NPM, users now have a way to monitor performance in their on-prem networks and monitor performance of different parts of Public Clouds.

-As you migrate workloads to the Cloud, you get powerful reporting capability to report on how your migration is going, What percentage of workloads have been migrated and how is your application performance ‘On-prem’ vs in the Public cloud.

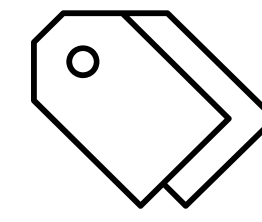


# Our Approach to AWS monitoring is Different and Better

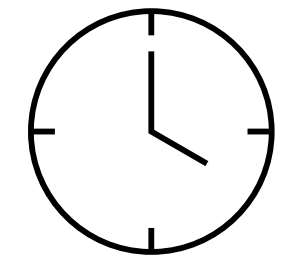


We use Metric streams from CloudWatch that helps **reduce costs** incurred by recurring API calls to CloudWatch to get overtime metrics.

This results in up to a **70% lower** cost compared to other approaches of data collection.



We **enrich the metrics collected with Metadata** from CloudWatch API polls, so you can do things like filter on an **account** or **region** and see every resource across different CloudWatch namespace.



No Plugins required, No hassle of an external collector to ingest data to your platform. The **AWS plugin is built into the NMS** and configuration and onboarding is easy

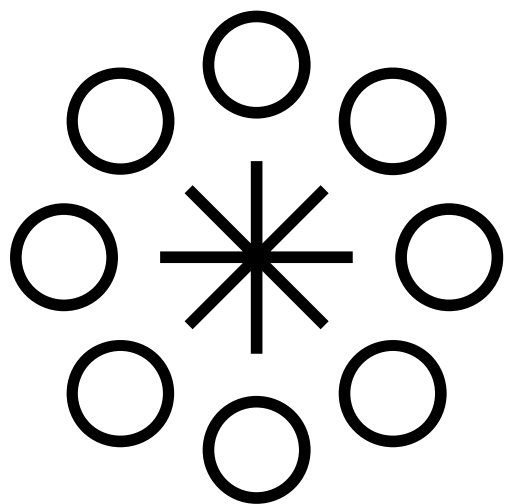
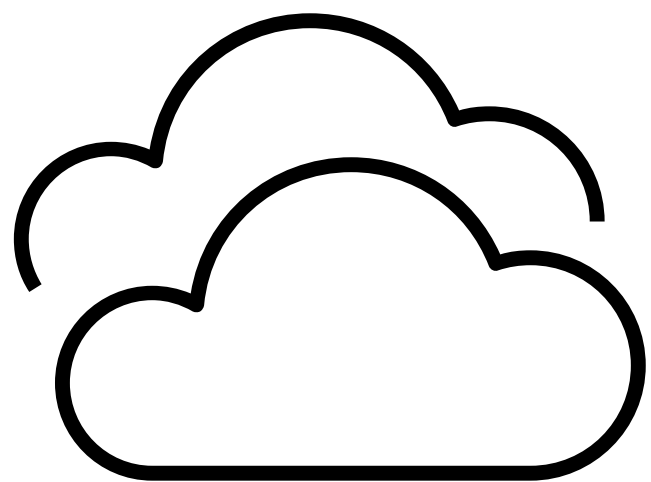
Consolidating NPM and Cloud Monitoring tools allows you to :

1

Address disjointed alerting that arises from using myriad of different tools.

2

Visualize end to end performance for an application across different underlying technologies.



3

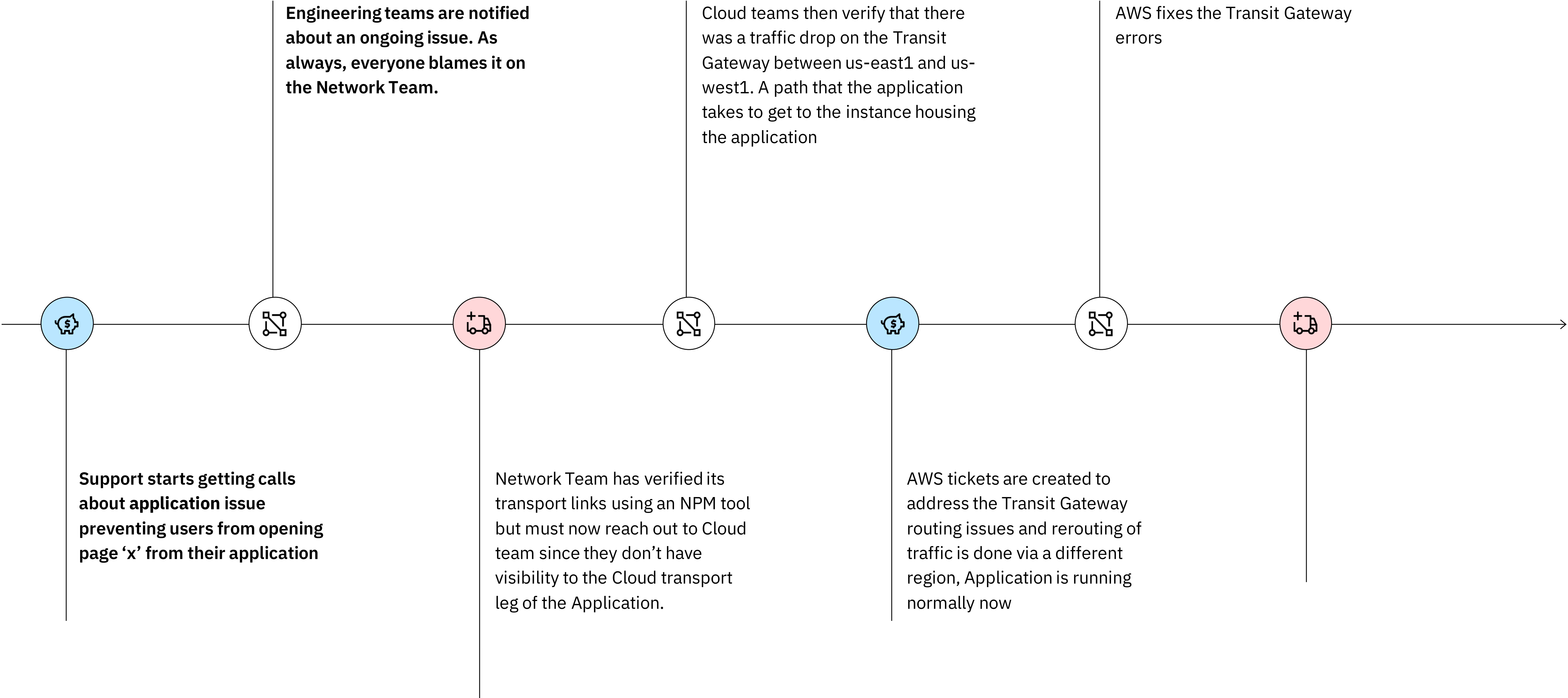
Reduce Mean Time to Resolution

4

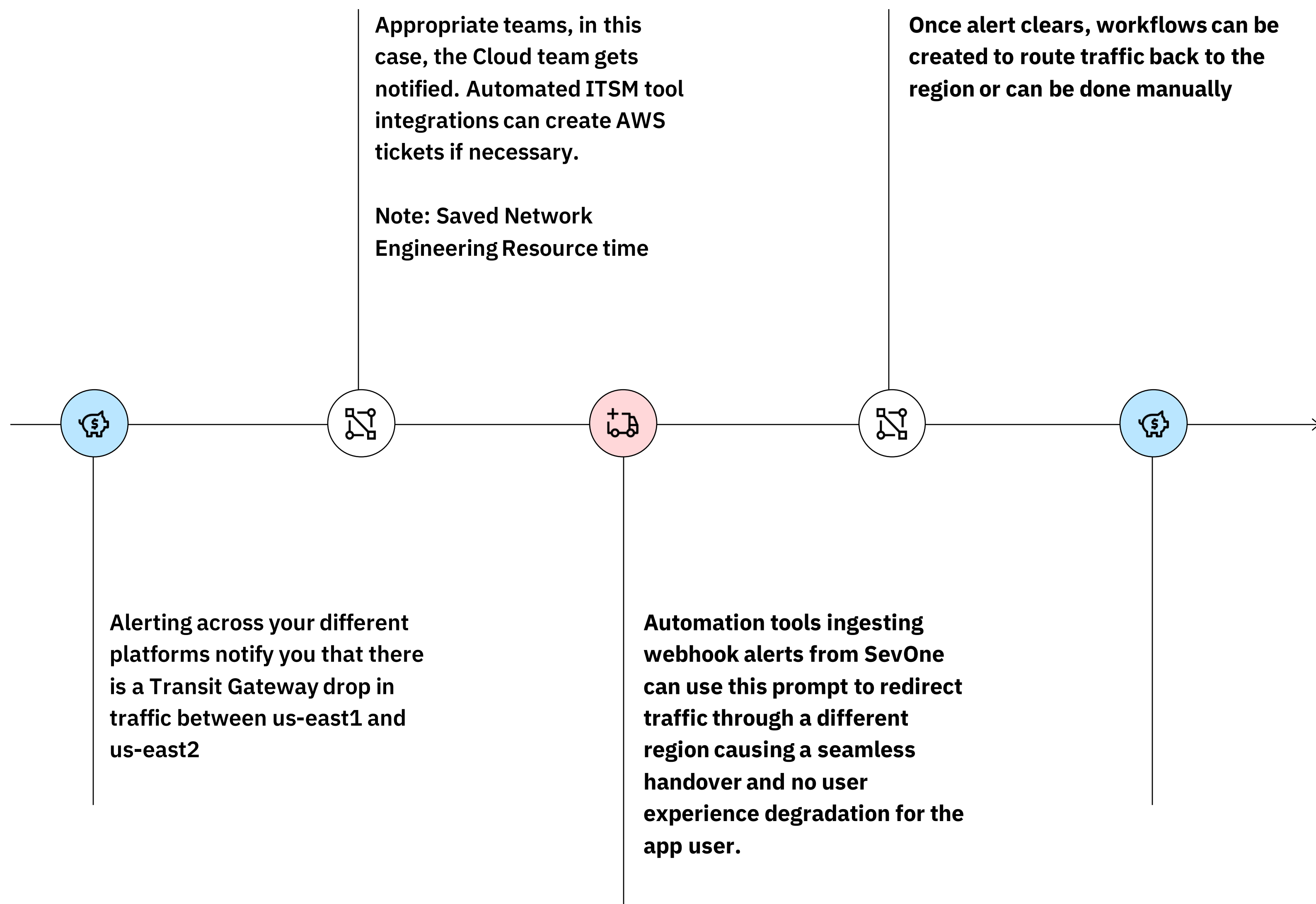
Reduce silos across different teams and gain holistic insights



# Troubleshooting Use Case – With multiple different tools and teams operating in Silos



## New Troubleshooting Workflow for the same use case with IBM SevOne NPM



- By using IBM SevOne NPM to monitor both your Cloud and Network environments, you are able to :
  - Save valuable Network or Cloud Engineering resource time by engaging the right teams when you have an issue
  - Consolidate on multiple monitoring tool spend.
  - Create workflows that focus on auto remediation and proactive monitoring holistically across your whole infrastructure.

# Let's Demo it LIVE!

