

PathView™

Managed Services Solutions Sheet

Maximizing the Return on Your Customer Relationships

■ Overview

Today's business services are increasingly dependent upon predictable network performance and availability. VoIP, disaster recover, software-as-a-service, virtual desktops and cloud-based applications all stress networks like never before. Your customers are adopting these new services and relying upon you to keep their networks running 24x7. The problem is that the very nature of your "break-fix" relationship makes it impossible to keep network issues from impacting your customers. So how do you move your customers to a managed service relationship that allows you to proactively assess and monitor their complex, distributed networks while increasing your profitability?



The PathView microAppliance is a compact, low cost and zero administration device that monitors and tests your end-to-end network.

Enter PathView Cloud, a next-generation network performance and availability solution. Unlike other tools that are expensive to acquire and obtrusive to production environments, PathView Cloud is a low-cost, easy-to-use platform that delivers true, end-to-end network visibility across complex, dynamic and distributed environments - even through third party networks. It lets you measure and analyze the historical and current performance of any network path, on a hop-by-hop basis, all the way from source to destination. With this first-of-its-kind visibility, PathView Cloud lets you monitor and troubleshoot your customers' networks more easily and 'see' inside third-party networks your customers rely on, such as their carriers' and cloud providers' environments.

■ Simple, Low-Cost Remote Network Management

PathView Cloud is comprised of a subscription-based software service delivered through the cloud and cell phone-sized PathView microAppliances that monitor your customers' networks. Simply plug the PathView microAp-

pliances (included free with every subscription) into your customers' networks and you instantly experience end-to-end network performance from the perspective of an application. You can remotely assess the end-to-end network readiness for new applications, continuously monitor network performance and troubleshoot problems that arise - without ever rolling a truck.

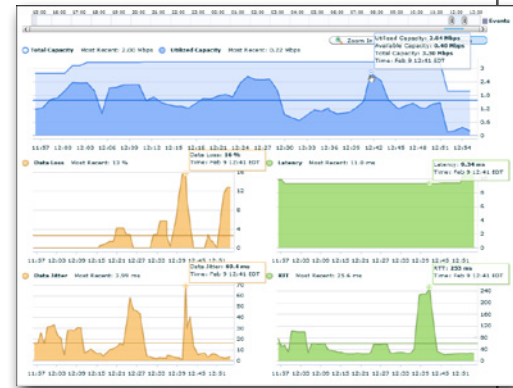
■ Managed Services Edition for Differentiated Services

PathView Cloud Managed Services edition offers a range of opportunities for you to grow your business. With its unique network visibility, powerful analytics and flexible reporting, you can use PathView Cloud as the foundation for new, differentiated service offerings. It supports private labeling of dashboards and reports along with a web-based GUI that allows you to manage all your customers from a single screen, from anywhere in the world. And, because PathView Cloud is delivered as an elastic cloud-based subscription service, you only pay for what you use and can easily expand as your business grows.

■ Expand and Enhance Your Business

Following are some of the ways in which PathView Cloud can help you to grow your business and improve your operations.

- **Increase Your Revenue and Competitiveness:** Add “game-changing” capabilities to your suite of service offerings. Be the first provider to introduce your customers to the premium assessment and monitoring services PathView Cloud brings to your business.
- **Boost Profits:** PathView Cloud’s low, subscription-based pricing allows you to offer differentiated, premium services with solid margins built in.
- **Drive Down Your Costs:** PathView Cloud can lower your operating costs by enabling you to solve customer problems remotely and more quickly, eliminating truck rolls.
- **Improve Your Customer Satisfaction:** Find and fix problems that affect your ability to deliver reliable services before your customers are impacted.
- **Accelerate Time-to-Value:** You can get up-to-speed with PathView Cloud in just minutes. Downloading, installing and configuring is fast and easy with PathView Cloud.
- **Reduce Your Risks:** Demonstrate the value PathView Cloud can deliver to customers without incurring any upfront costs. Purchase just what you need, when your customers need it.
- **Grow with Your Customers:** PathView Cloud is a highly scalable system and it is very easy to expand a deployment with additional coverage, enabling your business to increase as your customers grow.



PathView Cloud allows you to continuously monitor the total bandwidth, utilized bandwidth, jitter and latency of your customers' networks and alerts you when there are performance issues.

Service Options for Meeting Varied Customer Needs

Apparent Networks presently offers a PathView Cloud models specifically for service providers and consultants along with several add-on options to help you meet more demanding customer requirements. Following are brief descriptions of the PathView Cloud offering for service providers and add-on services.

■ PathView Cloud

PathView Cloud Managed Services edition is designed to give service providers and IT consultants an economical platform upon which to offer managed services to their clients. All models include an annual subscription to PathView Cloud software along with the PathView microAppliance – a compact, low cost, and easily expandable device that monitors and tests your customers’ networks.

PathView Cloud Managed Services edition also includes a cross-organizational account that gives you administrative access and analysis visibility to each of your clients’ accounts from a unified screen. It also enables you to co-brand PathView Cloud reports and its user interface with your company’s name. Data is backed up as part of Apparent Networks’ standard nightly backup process.

■ PathView Cloud microAppliance Models

microAppliance model	LAN Monitoring Targets	WAN Monitoring Targets	WAN/LAN Assessment Targets	PathPlus Toolkit	Data Retention	Users	Service Availability
PVC 11	10	1	11	Yes	1 year	0	99%
PVC 55	50	5	55	Yes	1 year	1	99%
PVC 110	100	10	110	Yes	1 year	1	99%
PVC 220	200	20	220	Yes	1 year	2	99%
PVC 440	400	40	440	Yes	1 year	4	99%
PVC 100W	0	100	0	Yes	1 year	8	99%

For those who want to run PathView Cloud in a datacenter on a virtual machine, a PathView virtualAppliance is also available.

About Apparent Networks

Apparent Networks is the only IT performance management provider that delivers the end-to-end service insight required for today's cloud applications. By experiencing network performance without affecting it, the company's patented path solutions assess network readiness, monitor service levels and diagnose problems otherwise hidden from sight. Leading companies rely on Apparent Networks to assure application delivery and expand their service portfolios with confidence.

■ PathView Field Engineers Toolkit

The Field Engineers Toolkit was designed as all-in-one appliance for field engineers and other service personnel whose primary responsibility is to assess networks prior to rolling out new products, applications or services. It's also great for those who work in a "break-fix" environment and often travel to customer locations to test and troubleshoot network issues on site. The appliance and associated software subscription includes the monitoring, troubleshooting and reporting capabilities of the PathView Cloud for Managed Services edition plus support for a large number of assessment paths for comprehensive pre-deployment network assessments. It also includes a year of data retention.

■ PathView Cloud Field Engineers Toolkit Models

The PathView toolkit microAppliance is for the field engineer on the go. Move the microAppliance from customer site to site. Troubleshoot, diagnose, and run network assessments. It will be the most valuable piece of gear in your test kit.

microAppliance model	LAN Monitoring Targets	WAN Monitoring Targets	WAN/LAN Assessment Targets	PathPlus Toolkit	Data Retention	Users	Service Availability
PVC Toolkit 500	100	10	500	Yes	1 year	1	99%
PVC Toolkit 2500	200	20	2500	Yes	1 year	1	99%

Optional Service Upgrades

■ High Availability Option

The High Availability option is designed for customers that have stringent demands for operational continuity and system availability. It features redundant PathView Cloud hardware and software components, and special software that enables fault detection and correction without human intervention.

This option enables you to commit to an uptime service level of 99.99% and easily document your performance.

■ 24-7 Customer Support

Standard customer support for PathView Cloud customers is provided by a team of Apparent Networks technical experts Monday through Friday, 11 am - 9 pm EDT at no additional cost to customers.

For customers who want the added assurance of round-the-clock availability of our technical staff year-round, we offer a 24-7 support option.

■ Contact Us

For more information on how you can use PathView Cloud to grow your IT services or consulting business, please contact one of our sales professionals.

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