

**PRESS CONTACTS:****Network Instruments**

Matthieu Thuleau  
matthieut@networkinstruments.co.uk  
+44 1959 569 880

**Network Instruments, LLC**

Stephen Brown  
sbrown@networkinstruments.com  
+1 (952) 358-3820  
Twitter: @SteveBrownNI

**Network Instruments® Unveils In-Depth Insight into UC & Complex App Environments**  
*Newly Architected Observer® Platform Manages Video, Microsoft UC, and IBM WebSphere MQ;  
Streamlines End-User Experience Monitoring*

MINNEAPOLIS, MN — October 10, 2011 — Network Instruments, a worldwide leader in network and application performance monitoring, today announced the latest version of its Observer performance management platform, which significantly expands support for complex communications and multi-tiered application environments.

Developed in response to customer demand, Observer 15 focuses on critical application challenges IT teams face in validating video conferencing performance, gaining insight into the middleware layer of multi-tiered applications, and proactively tracking end-user experience without the burden of agents. The redesigned platform also addresses the primary challenges IT managers face in deploying performance management systems in the data center: network overhead and scalability limitations.

“As operations teams tackle the challenges presented by UC, videoconferencing, and complex multi-tiered applications, it becomes increasingly important to consolidate performance visibility wherever possible,” said Jim Frey, managing research director of Enterprise Management Associates (EMA). “Solutions like the Observer platform represent a path to success, by providing both deep and broad views, allowing quick isolation of problems together with the details needed for efficient resolution. Such unified approaches hold the key to proactively managing issues and assuring positive end-user experience.”

Observer version 15 includes:

**Video-Conference Monitoring**

The Observer platform now provides comprehensive codec support and metrics to ensure video and audio quality are fully optimised. Version 15 allows engineers to view video performance alongside other applications that could adversely impact call quality.

“Many times engineers rely on vendor-provided tools to manage video conferencing performance, which only offers a partial picture,” said Douglas Smith, president and co-founder of Network Instruments. “With Observer, teams can now view video performance in full-context of their overall operations, so when problems arise, it’s straightforward to assess whether QoS was correctly set, identify video-quality metrics, or determine whether jitter affected performance.”

**Microsoft UC**

Network Instruments has strengthened its unified communications analysis by adding in-depth support for the Microsoft UC platform. In addition to viewing UC/VoIP metrics on a summary or per-call basis, teams can utilise Observer Infrastructure to monitor the health of Microsoft Lync servers and related UC components.

**IBM WebSphere MQ**

Enterprise network teams can now use Observer to improve overall service health by understanding how WebSphere MQ runs within the application hierarchy. By analysing MQ response times and payload, it’s possible to determine whether performance between tiers is degrading.

“Many of our largest customers require the ability to dig deep into to the middleware layer of complex applications,” said Brad Reinboldt, senior product manager for Network Instruments. “Observer provides essential views for managers to understand what’s going on between the database and web layers of complex commerce and financial service applications.”

**End-User Experience**

As user expectations and dependence on the network increase, the Observer platform ensures IT stays a step ahead by providing new metrics and intelligence for measuring end-user experience. Relying upon probes and polling technologies accessing native agents, Observer delivers in-depth end-user experience metrics without burdensome proprietary agents or manipulating packets. To streamline the process of managing user experience, teams can drill from dashboard views using new out-of-the-box reports to specific conversations and event details for resolution.

## Capture and Analysis Innovations

With Observer 15, Network Instruments introduces several significant hardware and software innovations and enhancements that mark architectural leaps forward in high-speed packet capture and analysis.

**Smart Probes:** New probe-centric analysis achieves a 97 percent reduction in network overhead by shifting processing and analysis to the probes. Reduced console workloads also improve scalability by significantly increasing the number of probes supported by each console.

**Optimised Capture Technology:** The new Gen2™ capture card offers the highest port density available. The internally-designed card provides de-duplication, filtering, and synchronised hardware acceleration all at the card level for up to 12 ports on gigabit and 10 Gb links. The new design significantly reduces instrumentation complexity and deployment costs.

**Streamlined App Management:** New Centralised App Maps simplify the configuration and management of applications across multiple probes. In version 15, Observer uses predictive discovery to create application maps that can be customised and automatically pushed out via Network Instruments Management System (NIMS™) to all analysis devices on the network.

## Financial Trading Analysis

Observer now includes robust multicast analysis and automated microburst detection to ensure IT teams know what is happening down to sub-second levels. Teams can verify multicast streams are properly sent and received, and analyse and summarise stream performance. Observer also allows teams to define microburst parameters and will automatically identify occurrences.

## Integrated Third-Party Analysis

Observer 15 offers integrated support for third-party analysis capabilities by exporting captures from Observer and GigaStor™ to external analysis and security solutions. Users can utilise the integrated analysis feature to mine data and automatically launch analysis within third-party tools, including security, compliance, and forensic tools, alongside Observer analytics.

## About Network Instruments

Since 1994, Network Instruments, a leading provider of performance management and troubleshooting solutions, has helped organisations ensure the delivery of business-critical applications. The company's platform of management and reporting products provides comprehensive visibility into networks, infrastructure, and applications to optimise performance, speed troubleshooting, and assist long-term capacity planning. Headquartered in Minneapolis, the company does business in more than 50 countries.

For more information, please visit [www.networkinstruments.co.uk](http://www.networkinstruments.co.uk).