ExtraHop ATLAS SERVICES

Operational Excellence
MAKE EXTRAHOP A CENTRAL PART OF YOUR BUSINESS AND IT OPERATIONS

ExtraHop provides unprecedented real-time insights, but how can your organization most quickly incorporate those insights into your business and IT operations? Here's how: Engage the Operational Excellence offering from the ExtraHop Atlas Services Solutions Architecture team.

"This is the first time in years that we've gotten real value from professional services."

– Network & Security
Operations Manager

OPERATIONAL EXCELLENCE HIGHLIGHTS

- **Results-focused** engagement
- **Tailored** to meet business requirements
- **Expertly managed** deployment
- **Custom data** collection and visualization

MAKE IT OPERATIONS ANALYTICS A REALITY

The Operational Excellence service does the heavy lifting of making IT Operations Analytics (ITOA) a reality for your organization. With this consultative, results-focused offering, you can put your wire data analytics platform to work for your organization faster—without having to pull your team members off other projects.

ExtraHop's Solutions Architects are not only technically proficient, but also adept at creatively applying wire data analytics to solve specific business challenges. They draw on the collective experience of hundreds of ExtraHop engagements.

TURNING REQUIREMENTS INTO A TAILORED SOLUTION

A designated ExtraHop Solutions Architect will act as an extension of your team, putting their expertise in how to deploy and customize the ExtraHop platform to work for your organization. The Operational Excellence offering includes five phases:

- **Business requirements analysis** – Through a series of interviews and technical analysis sessions with your team members, the Solutions Architect will identify business priorities and the applications and infrastructure most closely tied to those priorities. Based on these consultations, the Solutions Architect will define the metrics that are of most importance to business and IT teams and what supporting technologies should be integrated with ExtraHop.

- **Deployment** – The Solutions Architect will plan and implement the deployment of the ExtraHop platform, including an assessment of the network architecture and strategy for prioritized data collection.

- **Integration** – Other IT management systems and ExtraHop can share data to smooth processes and provide greater context, and the Solutions Architect can identify and implement these integrations.

- **Metrics and visualization customization** – During this phase of the project, the Solutions Architect will customize the ExtraHop platform to collect and visualize the metrics defined during the requirements analysis. The Solutions Architect will apply best practices gathered from ExtraHop's industry-leading customers to ensure the greatest positive impact for your business.

- **Baselining and sustainment** – To ensure your teams are equipped for ongoing success with the ExtraHop platform, the Operational Excellence project includes trend-based alerts based on automatically constructed baselines, hands-on training, documentation of customizations, and presentation of visualizations and metrics to management.

FOCUSED ON BUSINESS RESULTS

Every business is unique, so the Operational Excellence offering is designed to provide a solution that is tailored to your organization's requirements. The real-world examples below demonstrate how Operational Excellence engagements can meet specific needs.

"How can we track real-time activity for every customer account?"
– Online Ad Network

One of the leading online ad networks needed to gain real-time visibility into how each its tens of thousands of customers were bidding on and buying its search and display ads. Based on consultations with IT and business teams, the ExtraHop Solutions Architect customized the ExtraHop platform to gather account details from every API call to the platform. With this visibility, the organization was able to see real-time activity such as which customers were still bidding on ads but had exhausted their monthly ad credits, helping to recapture tens of thousands of dollars in revenue each month.

"Track customer purchasing behavior and show how our supply chain is keeping up."
– Nationwide Retailer

A leading U.S. retailer signed up for an Operational Excellence engagement to understand purchasing trends and how well the company's inventory and supply chain processes were working. The ExtraHop Solutions Architect set up the ExtraHop platform to visualize not only their in-store and web sales activity, but also how well the fulfillment and delivery of products performed. During the project, the customer identified and fixed an issue with a poorly timed Hadoop backup that was causing problems with RFID scanners in its warehouse.

"We need to monitor Citrix performance at our remote sites."
– Railroad Freight Car Manufacturer

A publicly traded railroad freight car manufacturer engaged ExtraHop's Solutions Architecture team to set up their ExtraHop deployment specifically to monitor the delivery and performance of the application used by their field operations throughout North America. This particular application depends on a number of backend services, including some that are run by third-parties. The Solutions Architect worked with the manufacturer to direct the correct traffic to the ExtraHop appliance and then built triggers to capture specific application and delivery metrics.

"Help us understand how doctors are using applications."
– Electronic Medical Records Provider

A provider of hosted electronic medical records (EMR) systems needed visibility into the experience and activity for each user across hundreds of remote sites. This challenge was made more difficult because of the multi-tenant architecture used, and the variety of service calls that could be invoked for user actions. After gathering requirements, the ExtraHop Solutions Architect programmed the ExtraHop platform to collect the events and measurements associated with every user session, and then built executive-level dashboards and reporting for that information.

ABOUT EXTRAHOP NETWORKS

ExtraHop is the global leader in real-time wire data analytics. The ExtraHop platform analyzes all L2-L7 communications, including full bidirectional transactional payloads. This provides the correlated, cross-tier visibility essential for today's complex and dynamic IT environments. The ExtraHop platform scales up to 40 Gbps, require no agents, and delivers value immediately upon deployment.

ExtraHop

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Yes, I Want an Operational Excellence Engagement

If you have questions about the Operational Excellence offering or other ExtraHop's Solutions Architecture services, contact your designated ExtraHop sales representative or fill out the web form at **www.extrahop.com/contact/**.