ExtraHop

Atlas Services
Remote Analysis Reports

Timely Insights to Improve Your IT Operational Intelligence

PRACTICAL RESULTS

• **Diagnose chronic and acute issues** that impact end-user experience.

• **Identify waste and inefficiency** in the IT infrastructure and avoid unnecessary capacity upgrades.

• **Find opportunities to optimize configurations** for NAS/SAN, load balancers, WANs, firewalls, and other technologies.

• **Reduce risk** for new application rollouts, physical-to-virtual migrations, datacenter migrations, and infrastructure changes.

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ATLAS SERVICES

Atlas Services remote analysis reports provide the ongoing analysis that IT organizations need to support continuous improvement and adopt a more proactive mode of operations.

Moving from Reactive to Proactive IT Operations

IT Operations teams can spend up to 80 percent of their time maintaining existing systems, leaving little time to spare for strategic technology initiatives. To reverse the maintenance-innovation ratio, IT Operations teams need to address issues proactively and continually improve the efficiency, stability, and security of their environment.

Atlas Services from ExtraHop supplement IT organizations' analytical resources and capabilities so they can spend less time remediating problems and more time working on strategic projects.

Atlas Services Methodology

Periodic Atlas Services reports incorporate the insight and expertise the ExtraHop Support Engineering team has acquired by assisting hundreds of enterprise IT organizations. Each report covers six types of insight:

1. Baseline performance – The ExtraHop platform automatically discovers and classifies all components in the application delivery chain. It passively analyzes their performance to establish a basis for subsequent improvement.

2. Acute issue diagnosis – ExtraHop support engineers assess application health and performance using more than 85 metrics. In doing so, they identify and diagnose acute issues that affect user experience.

3. Chronic issue diagnosis – ExtraHop support engineers draw attention to and diagnose potential issues that the IT organization should be aware of.

4. Continual service improvement – Each section of analysis identifies opportunities for tuning and optimization. By continually pursuing these opportunities, IT organizations will iteratively increase the efficiency and reliability of their IT infrastructure.

5. Action lists – Recommended follow-up items help IT teams to quickly take action to remediate acute and chronic issues.

6. Post-action results – Each report includes a record of previous actions and recommendations, and shows the results of changes recommended earlier.
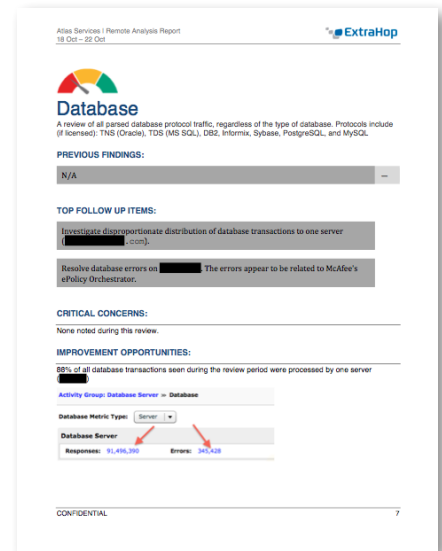
> "The Atlas Services report supplements our team so that I don't have to keep on staff a group of experts who look at performance all day, every day. Instead, we can focus on our business and on moving projects forward."
>
> — **John Trainor, CIO, Aaron's Inc.**

Designed to be easy to read and use, the periodic Atlas Services report presents application performance assessments and recommended actions.

Performance Analysis Across Tiers

Delivered as a PDF, the periodic Atlas Services remote analysis report offers detailed analysis and practical recommendations to help maintain the performance integrity of critical technologies, including:

- Web applications
- Citrix virtual desktop infrastructure
- Database servers
- Storage infrastructure
- Network infrastructure
- Network services (DNS, LDAP, FTP, and others)
- Application communications

Ongoing Expert Analysis at Incredible Value

IT organizations can subscribe to Atlas Services remote analysis services for $1,490 per month. This service is the equivalent to having a team of dedicated engineers analyze your applications and infrastructure on an ongoing basis, helping to identify bottlenecks, inefficiencies, and vulnerabilities.

Interested? Contact us at 877-333-9872 or support@extrahop.com. Learn more at www.extrahop.com/support/services

About ExtraHop Networks

ExtraHop is the global leader in real-time wire data analytics. The ExtraHop Operational Intelligence platform analyzes all L2-L7 communications, including full bidirectional transactional payloads. This innovative approach provides the correlated, cross-tier visibility essential for application performance, availability, and security in today's complex and dynamic IT environments.