ExtraHop Atlas Services

Timely insight, proactive performance management, far-reaching service improvements, and a more valuable IT organization

Services to Extend and Strengthen the IT Organization

"The Atlas service 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.

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

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

Atlas Services support engineers and monthly reports also provide:

- **Opportunities for continual service improvement**, where IT managers can perform tuning and optimization to improve the efficiency and reliability of the application environment.
- **Action lists** of recommended follow-up items for acute and chronic issues, and to help achieve continual service improvement.
- **Post-action results** offer a full record of previous actions and recommendations, and show the results of changes recommended earlier.
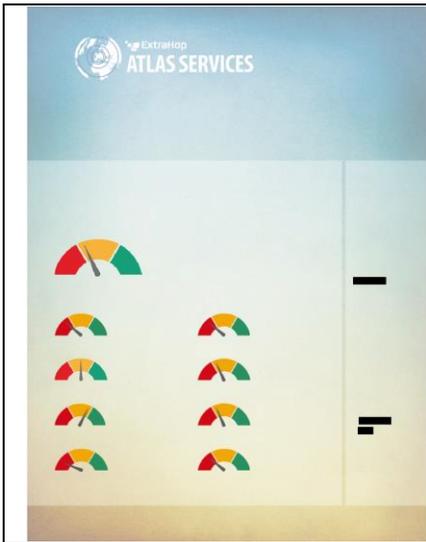
For ExtraHop customers, Atlas Services from ExtraHop offer a rapid way to derive optimal value from the APM technology they already own. Atlas Services deliver relevant application performance analysis that IT organizations use to realize continuous service improvements and manage application performance proactively.

From Reactive Maintenance to Value-Adding Innovation

In addition to ensuring that applications perform reliably and deliver a productive user experience, IT managers support more and more diverse computing practices—mobile applications, virtual desktop infrastructures (VDI), cloud computing, and others. Many IT teams spend roughly 80 percent of their time maintaining existing systems, with little energy to spare for strategic technology initiatives with high-value potential. They are often unable to improve service levels by analyzing application environments and addressing issues before they become problematic.

Atlas Services from ExtraHop provide IT groups with the resources and analytical capabilities they lack. Monthly reports incorporate the insight and expertise the ExtraHop support engineering team has acquired by assisting hundreds of IT organizations, including those of several dozen Fortune 1000 companies. Atlas Services assess key aspects of application performance, including:

- **Baseline performance** – The ExtraHop system automatically discovers and classifies all components in the application delivery chain. It passively analyzes their performance to establish a basis for subsequent improvement.
- **Acute issue diagnosis** – Once ExtraHop support engineers learn about an IT environment, they use the ExtraHop system to assess application events by more than 85 performance metrics. In doing so, they identify performance exceptions that are likely to affect the user experience.
- **Chronic issue diagnosis** – ExtraHop support engineers diagnose potential issues that require IT managers' ongoing monitoring and awareness. Alerts on the Atlas Services dashboard draw attention to such worrisome conditions.

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

Practical Results

By using Atlas Services, companies generate meaningful advantages:

- Reduce the cost and risk of IT services, new application rollouts, physical-to-virtual migrations, datacenter migrations, and infrastructural changes.
- Eliminate performance-related compromises of service-level agreements.
- Scale technology infrastructures more efficiently and avoid nonproductive upgrades.
- Optimize complex configurations and settings for NAS/SAN, load balancers, WANs, firewalls, and other technologies.

Reactive IT Operations
Most IT organizations spend most of their time maintaining existing systems

Proactive IT Operations
By fixing issues proactively, IT organizations free up more time to support new initiatives

Thanks to ExtraHop Atlas Services, IT groups can reverse the balance of innovation and maintenance in favor of innovation.

Proactively Powerful IT Benefits All Application Users

When IT groups enhance their own efforts with Atlas Services, they can reveal and act on many more opportunities to boost their value to the business. Businesses and their IT organizations can—

- **Dedicate more resources to IT innovation** – Spending less time on the reactive management of emergencies, IT managers can pursue valuable projects that enrich the business, such as readying new services or product offerings.
- **Achieve greater employee productivity and higher customer satisfaction** – When application response times shorten and application downtime shrinks to nothing, application users inside and outside of the company benefit. What's more, because Atlas Services facilitate ongoing improvements, the positive application experience becomes cumulative.
- **Enable more productive collaboration with business stakeholders** – With stronger control and better visibility of application performance, it is easier for IT managers to meet the needs of business directors and make solid commitments to new services or products.
- **Enhance communications among IT teams** – The monthly Atlas Services reports offer an impartial, credible reference for performance-related conversations and planning. Application, database, network, storage, and virtualization teams can rely on the same comprehensive, detailed, and practical view of performance across the entire application delivery chain.

About ExtraHop Networks

ExtraHop Networks is a leading provider of network-based application performance management (APM) solutions. The privately held company was founded by engineering veterans from F5 Networks and architects of the BIG-IP v9 product. ExtraHop Networks provides award-winning solutions to companies across a wide range of industries, including healthcare, ecommerce, travel, communications, and financial services.