

MONITOR NETWORK AND APPLICATION PERFORMANCE

Blue Coat IntelligenceCenter

IntelligenceCenter, a core offering within the Blue Coat Resolution Center, delivers a unified approach to monitoring network and application performance within distributed branch networks. By leveraging Blue Coat's unparalleled deep visibility solutions, IntelligenceCenter provides comprehensive application performance monitoring to quickly and easily understand application and network performance. IntelligenceCenter ensures that application performance meets user expectations when deployed together with Blue Coat PacketShaper as a complete visibility and control solution.

Application Intelligence Allows a New Level of Insight

IntelligenceCenter collects critical performance data from multiple PacketShapers, and generates the consolidated reports you need to troubleshoot enterprise-wide application delivery and make informed decisions about infrastructure investments. You can schedule distribution of reports with details on bandwidth utilization and efficiency, network and server response times, defined application performance compliance, and more. IntelligenceCenter empowers you to monitor application usage, analyze performance, and take action to make sure applications perform the way you expect.

Simplify Performance Reporting

Changes in response time can make critical business applications unreliable, causing calls to the helpdesk, longer transaction times, and reduced productivity. IntelligenceCenter provides a live data view of application availability in a dashboard portal, and reports Service Level Agreement (SLA) compliance

per application over time by monitoring key statistics such as throughput, latency and packet loss. This dashboard greatly simplifies the monitoring of your key applications to ensure performance always meets expectations.

Flexible and Customizable

IntelligenceCenter makes it easy for you to monitor key performance metrics and keep others informed. All of the built-in reports are fully customizable, allowing you to specify both the content and context of a report, and even schedule report generation and distribution at regular intervals. You can also configure user accounts with access to specific locations and reports, allowing you to grant role-based access while retaining overall control.

FEATURES

Centrally Monitor Application Performance

- Define and monitor all applications deployed anywhere in your distributed network

Deep Application Visibility

- Analyze application behavior enterprise-wide with highly granular detail available only from Blue Coat

Modular Architecture Supports Advanced Reporting

- Support new business technologies and initiatives with insightful reporting, analysis and management features and workflows

Flexible Role-Based Access Control

- Define custom roles that grant access to specific features, data, reports, and devices, and assign individuals or groups of users to the role that matches their responsibilities

Site-Based Reporting

- Understand and track per-site utilization, efficiency, and response time data

Alerts to monitor IntelligenceCenter Health

- Robust alerting infrastructure to monitor the health of IntelligenceCenter and attached data collectors

Powerful Host Reporting

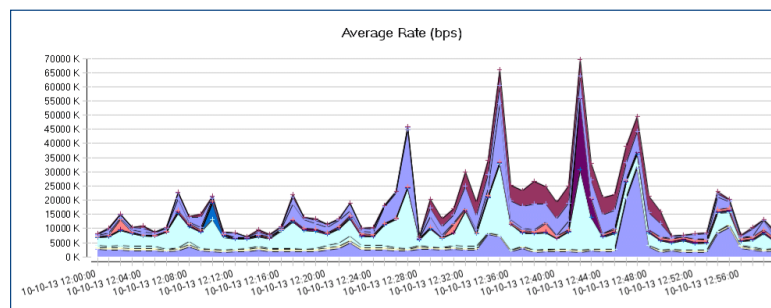
For detailed analysis and forensics, IntelligenceCenter reports on Flow Detail Records (FDRs), which describe application used, flow origin and destination, flow size (in terms of packets and bytes), when the flow was sent, flow utilization (throughput and efficiency), service type, ports, DSCP, VLAN and response time measurement data. This host-level detail assists with:

- Troubleshooting and forensics
- Comparing usage by application
- Monitoring individual application flows (such as VoIP, ERP and Web services)
- Reporting host activity by traffic class, application and site
- Identifying top talkers, listeners, and host pairs
- Tracking connections between local and remote networked devices

IntelligenceCenter makes it easy to maintain optimal performance by providing a comprehensive, integrated view of all business critical applications, network top talkers, top listeners, and top traffic, WAN links and partitions.



IntelligenceCenter application performance monitoring shows at-a-glance application performance comparisons.



ENVIRONMENT	SMALL	MEDIUM	LARGE
DEFINITION	Up to 50 Devices, 25,000 flows per minute (fpm) and 10,000 classes	Up to 100 Devices, 200,000 fpm and 25,000 classes	Up to 250 Devices, 500,000 fpm and 200,000 classes
SERVERS	1 total - IntelligenceCenter and DataCollector on same server	1 total - IntelligenceCenter and DataCollector on same server	1 for IntelligenceCenter; plus an additional server per DataCollector (capacity: 100 devices, 500,000 fpm and 40,000 classes)
PROCESSOR	1 quad core 2.66 Ghz or better	2 quad core 2.66 Ghz or better	2 quad core 2.66 Ghz or better
RAM	8 GB	16 GB	16 GB
DISK	Three 300 GB SATA or SAS, RAID (0, 1, 5)	Five 450 GB SAS, RAID (0, 1, 5)	Six 500 GB SAS, RAID (0, 1, 5)
WINDOWS SERVER VERSION	2008 Standard or Enterprise or 2008 R2 Standard, Enterprise, or Foundation	2008 Standard or Enterprise or 2008 R2 Standard, Enterprise, or Foundation	2008 Standard or Enterprise or 2008 R2 Standard, Enterprise, or Foundation
BROWSER	Versions of Internet Explorer, Firefox, and Chrome that support Adobe Flash 10.1 or higher.	Versions of Internet Explorer, Firefox, and Chrome that support Adobe Flash 10.1 or higher.	Versions of Internet Explorer, Firefox, and Chrome that support Adobe Flash 10.1 or higher.

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