

# FORTE NetMonitor™

Proactive, in control, focus on the future



**FORTE**  
*netservices*

# How does your company score?



**Can you make long term IT decisions based on facts?**

**Do you have a single view to your corporate network?**

**Can you forecast the future trends of your IT network?**

**Do you measure application response time and availability?**

**Can you really monitor your SLAs?**

**Do you have tools for SLA management?**

**Are you able to monitor applications end-to-end?**

**Do you receive alerts if the service quality is slowly decreasing?**

**Have you set thresholds for all monitored services?**

**Are you aware of the faults before the end user?**

**Do you have one monitoring tool for all the necessary information?**

## A service for improving the user experience

Top companies need to be able to understand their IT deliverables from different perspectives. Complex IT environments can't be controlled and developed with a single software or hardware solution.

Forte NetMonitor offers effective network performance and availability monitoring, as well as end-to-end application monitoring. Clear traffic light signals give instant situation updates based on user requirements, as well as future trend analyses, resulting in improved end user experience.

You can now benefit from CA Technologies' state of the art software as a cloud service. There is no need to purchase dedicated licenses, devices or commit resources to managing and maintaining the IT infra. In addition, Forte's data communications and security experts can take on the responsibility of 24/7 system monitoring and help you with configuration and maintenance.

# FORTE NetMonitor™

- End-to-end application performance
- Objective SLA partner tracking
- Trend and capacity analysis
- Easy set up, flexible cloud service
- Dashboard with color signals
- Network performance monitoring
- Controls network usage per application
- Application (SAP, Oracle, SQL, web) performance management
- 24h NOC and certified engineers

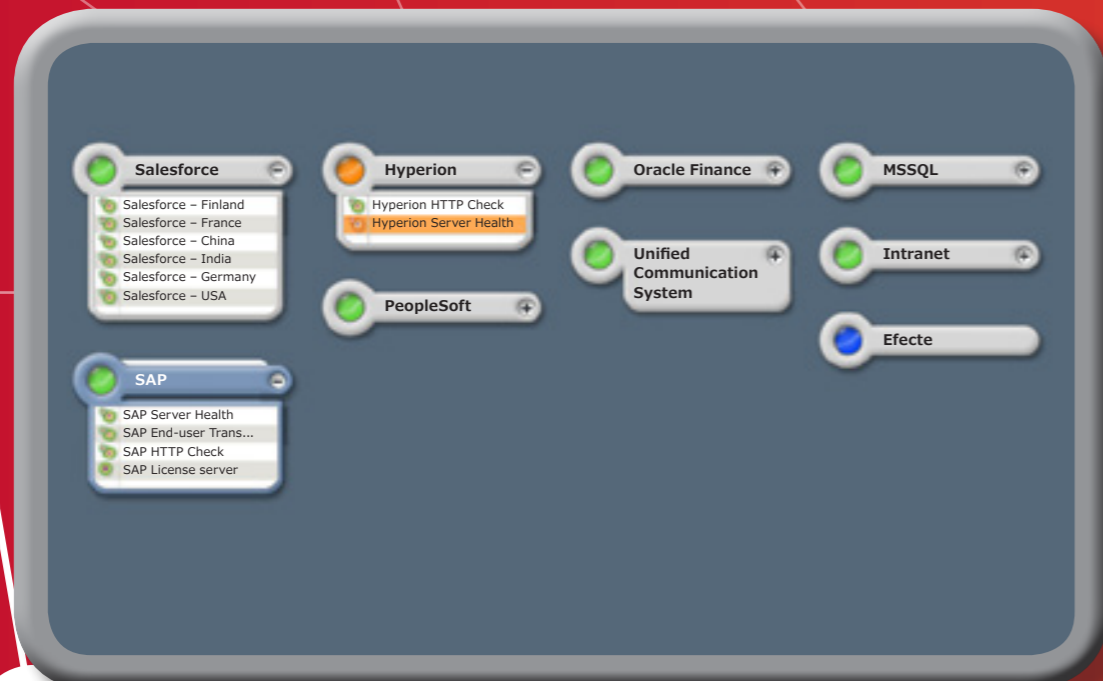
# Forte NetMonitor combines 3 tasks

## Application Monitor

Application Monitor has agents that monitor business critical application availability from the end user perspective. You can choose which applications are critical, and Forte's experts will configure them into an easy-to-use dashboard.

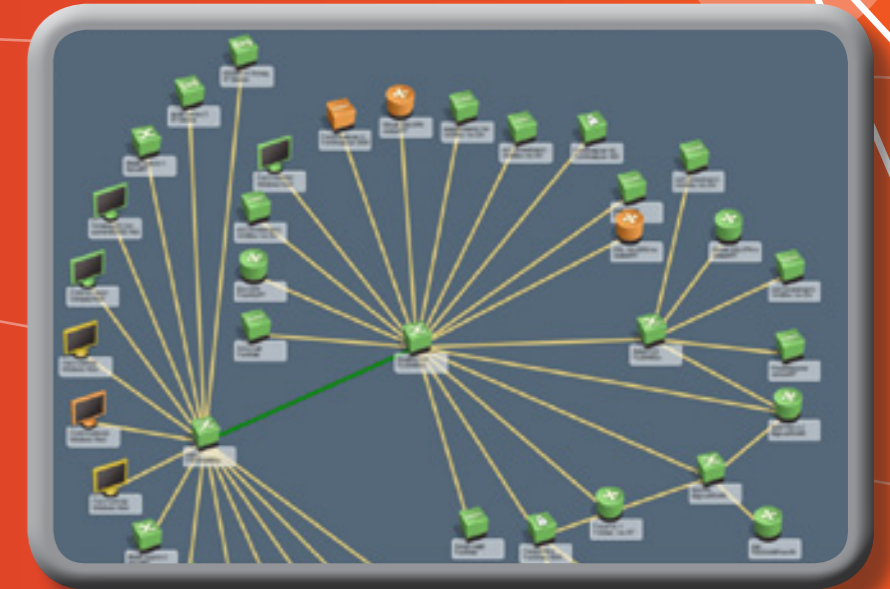
Forte NetMonitor provides you with important trend information on your business critical applications with easy color signals. You will see if application response time is slowly going down, so you can react proactively.

Application Monitor offers clear application (e.g. SAP) response times and availability. It visually indicates whether the problem is caused by the client, network or server. The dashboard can also be integrated with other IT management dashboards.



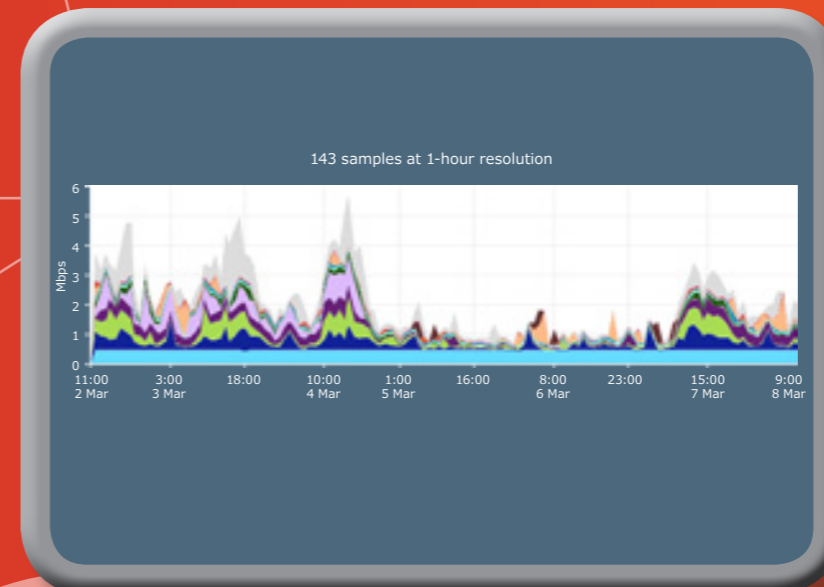
## Health Monitor

Health Monitor makes troubleshooting fast and effective by proactively suggesting corrective actions. It features an end-to-end network topology with assets, root cause analysis, and relations information. Proactive alerts give the chance to react to problems before errors really happen.



## Traffic Flow

Traffic Flow offers information on which applications consume the network bandwidth. You can view the QoS queues, the top users, the top applications etc. This enables you to make decisions based on facts and save substantially on WAN network costs. You can also see trends on a detailed level.



## Main technical roles

- Director of IT
- Network Engineer
- Network Manager
- Network Operator
- NOC Manager
- VP of Infrastructure
- Application Manager

# Tried and tested – everyday at Forte

## End-to-end network monitoring as a service

Forte NetMonitor is a cloud-based service that integrates network performance management across even the most complex multivendor and multi technology networks. The service has a monthly fee, which depends on the required service level and the number of devices monitored.

### Eye on the dashboard

A graphic interface – the dashboard – displays how individual applications perform for the end user. This reveals the quality of the user experience as a whole – covering all aspects, from application usability to data communication, firewalls, routers, and other parts of the system. Clear traffic light warning signals indicate possible faults, which minimizes downtime.

### Objective SLA monitoring

IT departments are usually restricted by separate reporting from their IT partners. With Forte NetMonitor, you can see the whole IT infra at once. You no longer need to settle with the provider's own reports on how service level commitments have been met. It enables the IT department to act proactively and target development projects correctly. Furthermore, it ensures that problems are reported promptly to the right partner.

### Reporting to suit all

The tool enables you to use a wide variety of reports to control the availability and performance of the components in your IT infra. The reports are role-based to meet the specific needs of IT and business management, network operations staff, administrators, engineers, and capacity planners. These include forecast capacity based on trends and the ability to identify underutilized assets. All data is stored in databases for future use.

"I can troubleshoot complex problems and access network traffic at the protocol level to compare the current state to the normal situation. I can easily find out why the network isn't functioning at the expected level. Previously, it required difficult and time consuming sniffing.

For example, if a user finds that SAP is not fast enough, I can instantly check how much bandwidth SAP traffic has compared to e.g. social media tools. If needed, I can set up or fine tune unwanted Quality of Service (QoS) settings."

**Jukka,**  
*Network Infrastructure Expert*



"I use Forte NetMonitor to administer client network environments through a clear and simple graphic interface. At a glance, I can see our client companies' whole network topology with all its assets.

The dashboard gives me clear alerts that are easy to respond to. When there's a problem, I can concentrate on the root cause. The tool not only analyzes the problem, but also suggests solutions proactively. This makes it easy to verify the problem, to see all relations and assets, and to solve it."

**Miika,**  
*Datacommunications Expert*



### Forte's operational environment

- More than 10,000 services in 60 countries
- Client SLA requirement 99.9%
- Over 60 large enterprises rely on Forte

"The software allows me to see the common denominators to problems amongst all Forte's clients and react proactively to several directions at once. I use the software's trend analysis information to plan work resourcing and competence development.

I can also see if there are any changes in the network environment and how they affect the whole infrastructure. The recorded history data helps me to see future trends and take proactive action."

**Toni,**  
*Service Support Manager*



"I have a better grasp of overall IT costs. When I know the future trends, I can plan IT investments more carefully. I'm also able to tell what will happen if certain investments are not made.

All in all, I can make decisions based on facts, not hunches. This also goes for budgeting. Clear traffic signals instantly tell me the availability of services from the end user perspective. I can also monitor the actual SLA service levels of our IT partners."

**Pasi,**  
*CIO*



# A partnership destined to benefit you

## Forte Netservices

Forte is a leading Managed Security Service Provider (MSSP) of secure communication services for enterprises. Our emphasis is on the packaged service model. Focusing on high availability data communication and security services brings measurable business benefits for customers. Our concept has enabled us to expand our services to 60 countries globally with our enterprise customers. Headquartered in Espoo, Forte also has offices in Moscow, St. Petersburg and Bangkok. Forte is a CA Technologies Certified MSP partner.

More information: [www.fortenetservices.com](http://www.fortenetservices.com)

## CA Technologies

CA Technologies (NASDAQ: CA) is an IT management software and solutions company with expertise across all IT environments – from mainframe and distributed, to virtual and cloud. CA Technologies manages and secures IT environments and enables customers to deliver more flexible IT services. CA Technologies innovative products and services provide the insight and control essential for IT organizations to power business agility. The majority of the Global Fortune 500 relies on CA Technologies to manage evolving IT ecosystems.

More information: [www.ca.com](http://www.ca.com)

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