NetGain Observability-as-a-Service Datasheet

Over the past few years, companies have been accelerating their digital transformation investments. Companies see the benefits that digitalization can bring to their business. However, for the digital enterprise, IT has become mission critical. Any IT downtime will cause service disruption and may be extremely costly.

IT observability aims to maximize uptime, ensure positive user experience with using enterprise apps and services, and ultimately to generate return on IT investments.

IT observability delves into the full stack of IT and consists of 3 components: Metrics, Logs and Traces.

Metrics is the monitoring of the health of the components in the IT infrastructure, such as servers, network, software and cloud.

Logs is the monitoring of the events and activities in key components such as servers and security devices like firewalls. One important function of logs monitoring is the automated hunting of security threats that may be hidden within the enterprise through the analysis of the logs..

Traces is the monitoring of application and transaction flows, examining segment performance and bottlenecks.

With more data being collected, it is important to harness machine learning and artificial intelligence to assist the IT team in their day-to-day operations.

By having observability into the full-stack of IT, the enterprise will be able to identify issues before they cause downtime, ensure positive user experience with enterprise apps, and to reap positive ROI from IT investments

Observability-as-a-Service provides the full-stack observability to the enterprise IT infrastructure in the cloud. The enterprise use the service as an opex spending without having to own and manage the software and the underlying hardware.

NetGain Observability Suite

NetGain Observability Suite is a unified platform that offers the metrics, logs and traces monitoring and management.   NetGain Observability Suite is made up of the following modules:

- NetGain Infrastructure Monitoring
- NetGain Logs Analytics
- NetGain Security Analytics
- NetGain Application Performance Management (APM)
- NetGain Network Traffic Analytics (NTA)
- NetGain Network Configuration Management (NCM)

NetGain Observability Suite is available as an on-premise software of as a software-as-a-service (SaaS) offering. Customers may buy the modules separately.
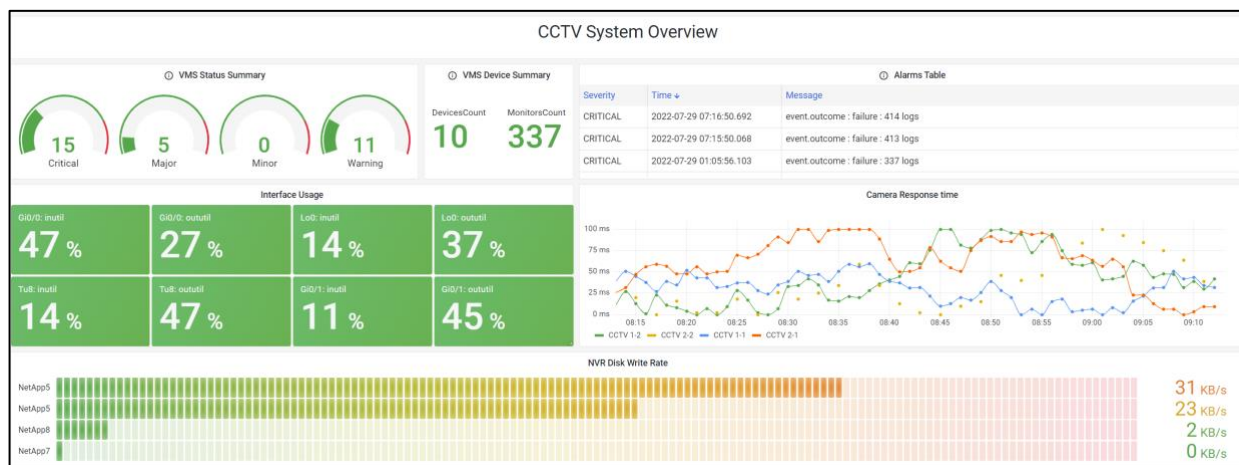
NetGain Enterprise Manager

NetGain Enterprise Manager (EM) is NetGain's flagship IT monitoring and data analytics solution that helps forward thinking businesses to see ahead and stay ahead.

Regardless of location, type, size, or complexity, our solution gives customers the power to monitor their IT services, infrastructure, applications and devices with ease, all from a single management dashboard, so you can maximize IT uptime.

Our ability to offer a personalized customer approach, something that we believe is lacking in the technology services landscape, is a key differentiator in today's market.

Every organization's IT environment is different. We offer a level of customization that is unparalleled among our competitors and designed to fit the unique demands of your industry vertical or operating environment.
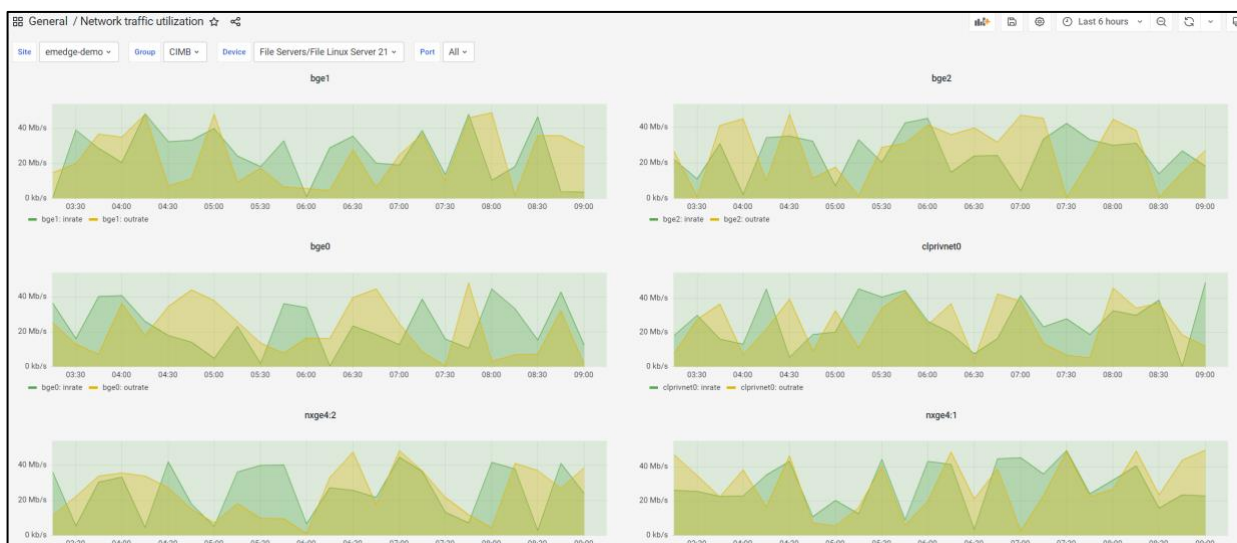
NetGain Log and Security Analytics

Implementing a Log and Security Analytics solution does not have to be a complex and expensive affair. Like any other SIEM solution, NetGain Log and Security Analytics will improve the visibility of your organization's overall security and identify threats to your IT infrastructure by correlating the different events from the log data that constitute a threat.

Unlike most other SIEM solutions, NetGain Log and Security Analytics simplifies how SIEM is deployed and used to put it within reach of organizations with smaller IT departments, yet has the flexibility and scalability to be used by larger and more demanding organizations looking to reduce the complexity in managing their IT security operations.

The NetGain Log and Security Analytics solution comprises two separate modules:

- Log Analytics, which provides log ingestion, powerful query capabilities, Watcher and Reports
- Security Analytics, which incorporates Log Analytics and which also provides security threat hunting capabilities
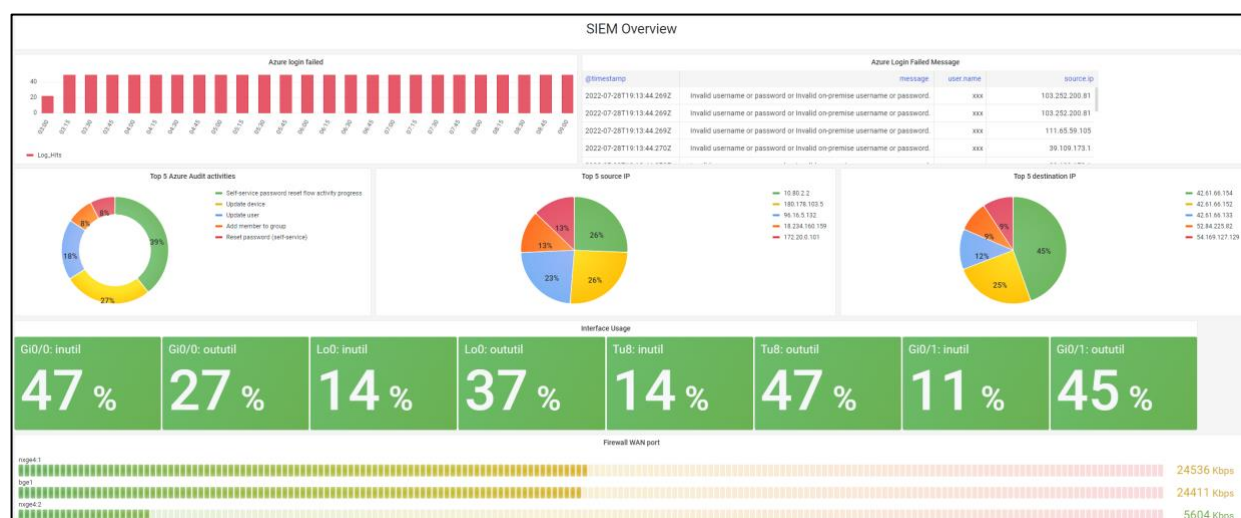
# NetGain Application Performance Management (APM)

NetGain APM provides real-time monitoring of an organization's key business applications. APM agents are deployed in application servers to collect and send performance data to the Netgain APM server for processing, which then displays the application performance in an easy to understand format.

NetGain APM goes beyond monitoring the application performance. Real User Monitoring (RUM) tests the performance from a real user's perspective, from the end user device through the internet to the app and the backend system. Synthetic Monitoring simulates a user transaction and conduct automated tests on a pre-determined schedule to identify issues before user experience is impacted.
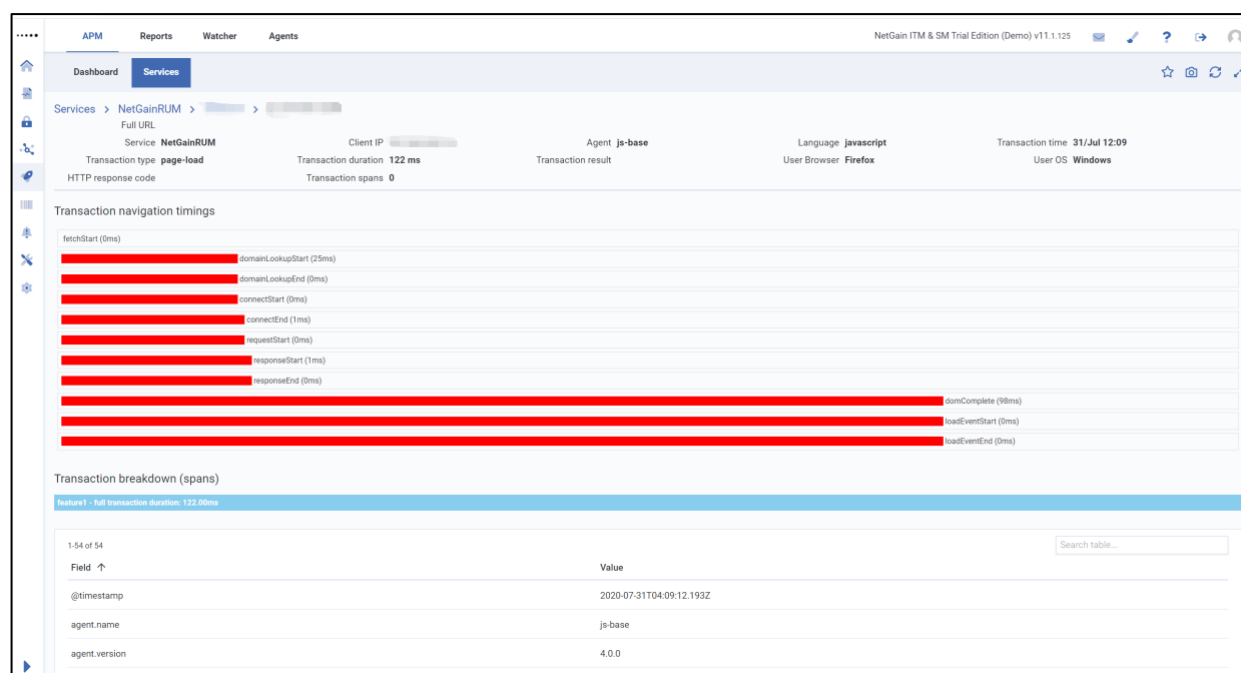
NetGain Traffic Analytics

NetGain Network Traffic Analytics is a comprehensive tool that provides the full visibility of network traffic in the enterprise network. It is easy to use, with powerful search and query functionality, reporting capabilities, and the capability to alert the network manager whenever there is abnormal traffic or traffic surges.
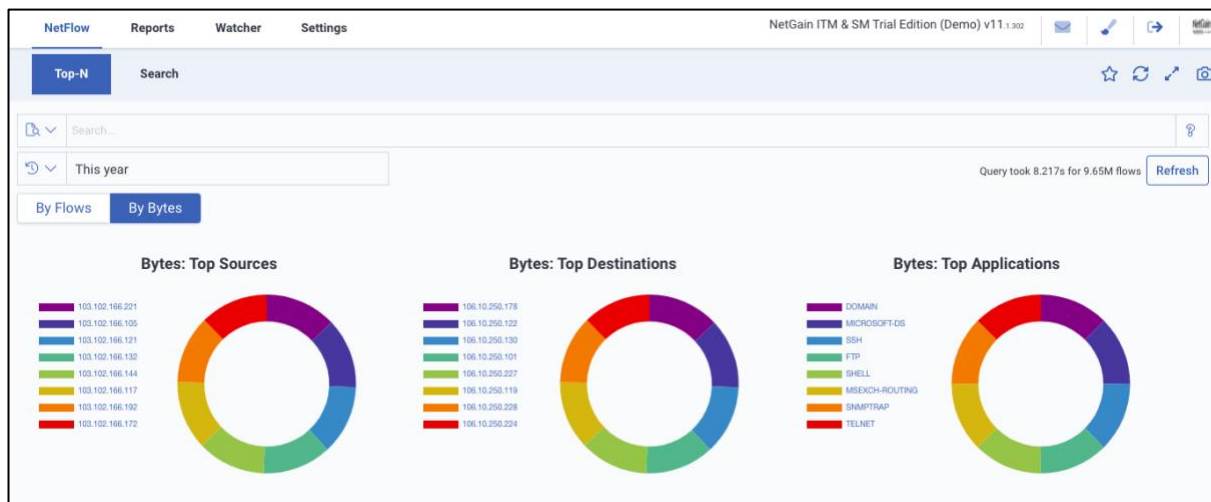
NetGain Network Configuration Management (NCM)

NetGain NCM is a powerful and yet easy to use tool to manage the configuration of the network and devices. Using NetGain NCM to automate the management of your network configuration will reduce time spent on repetitive yet necessary tasks, coordinate changes throughout the network, and help ensure your network runs at peak performance. The software will minimize configuration errors and optimize the security of your network.

```
44  no ip mroute-cache                          44  no ip mroute-cache
45  no keepalive                                45  no keepalive
46  no cable proxy-arp                          46  no cable proxy-arp
47  cable helper-address 10.1.70.30             47  cable helper-address 10.1.70.30
48  cable downstream annex B                    48  cable downstream annex B
49  cable downstream modulation 64qam           49  cable downstream modulation 64qam
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52  cable upstream 0 modulation-profile 3       52  cable upstream 0 modulation-profile 3
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59  cable upstream 3 shutdown                   59  cable upstream 3 shutdown
60  cable upstream 4 shutdown                   60  cable upstream 4 shutdown
61  cable upstream 5 shutdown                   61  cable upstream 5 shutdown
62  !                                           62  !
63  !                                           63  !
64  router eigrp 100                            64  router eigrp 100
65  network 10.0.0.0                            65  network 10.0.0.0
66  !                                           66  !
67  ip classless                                67  ip classless
68  no ip http server                           68  no ip http server
69  !                                           69  !
70  !                                           70  !
71  !                                           71  !
72  line con 0                                  72  line con 0
73  password cisco                              73  password cisco
74  login                                       74  login
75  transport input none                        75  transport input none
76  line aux 0                                  76  line aux 0
77  line vty 0 4                                77  line vty 0 4
78  password cisco                              78  password cisco
79  login                                       79  login
80  time:2021/07/03 17:45                       80  time:2021/07/04 17:45
81  !                                           81  !
82  end                                         82  end
83                                              83
```

# AI-assisted Operations (AI Ops)

NetGain Ai Ops maximizes IT uptime and effectiveness by harnessing AI to augment and assist in infrastructure problem identification and resolution

With observability, enterprises collect massive volume of data from metrics, logs and traces.   NetGain harnesses the power of AI and machine learning to assist the IT department to identify issues and resolve them quickly.   With NetGain AI Ops, enterprises get the powers of forecasting, anomaly detection and outlier detection.   With machine learning, the system gets better over time with more data ingested.
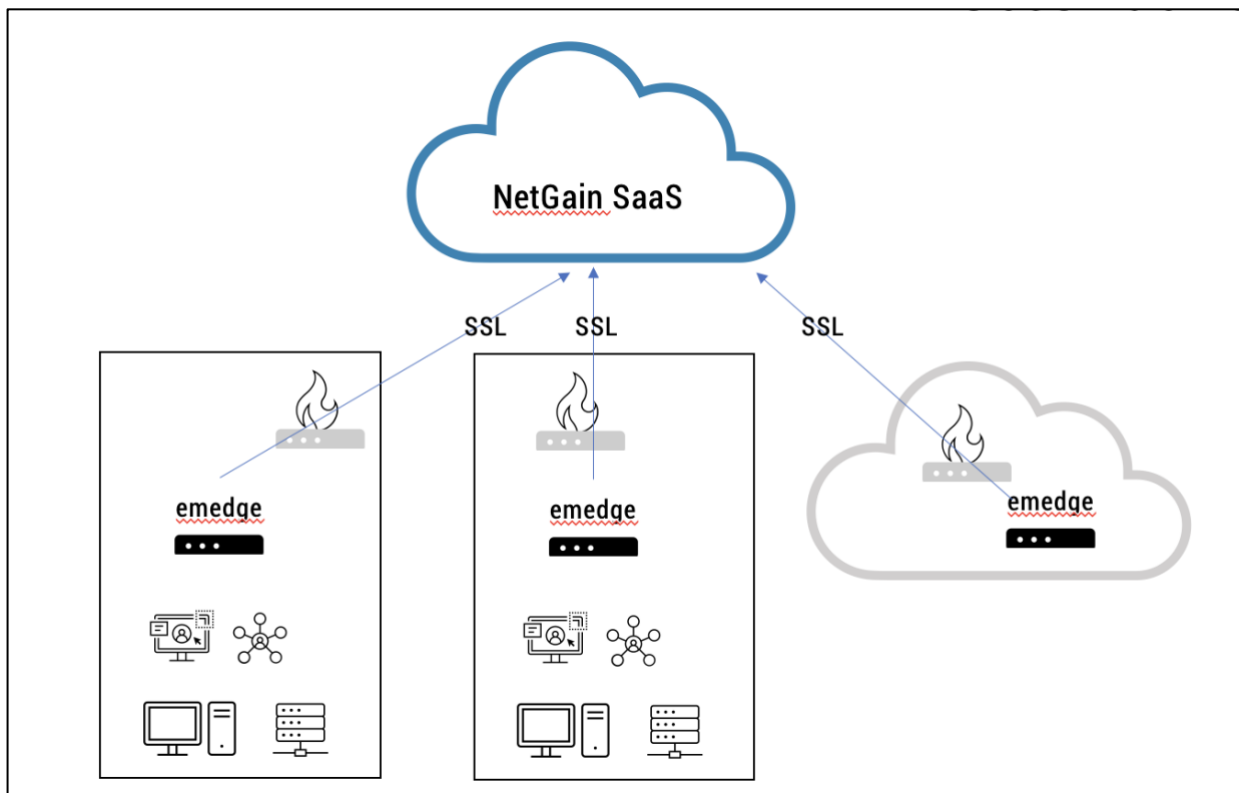
There are three functions of AI Ops:
•   Forecasting
•   Anomaly detection
•   Outlier detection

With AI Ops, IT Ops team improve their effectiveness and Mean Time to Recovery due to better identification of problem root cause; and better IT budget management through better forecasting of capacity requirements
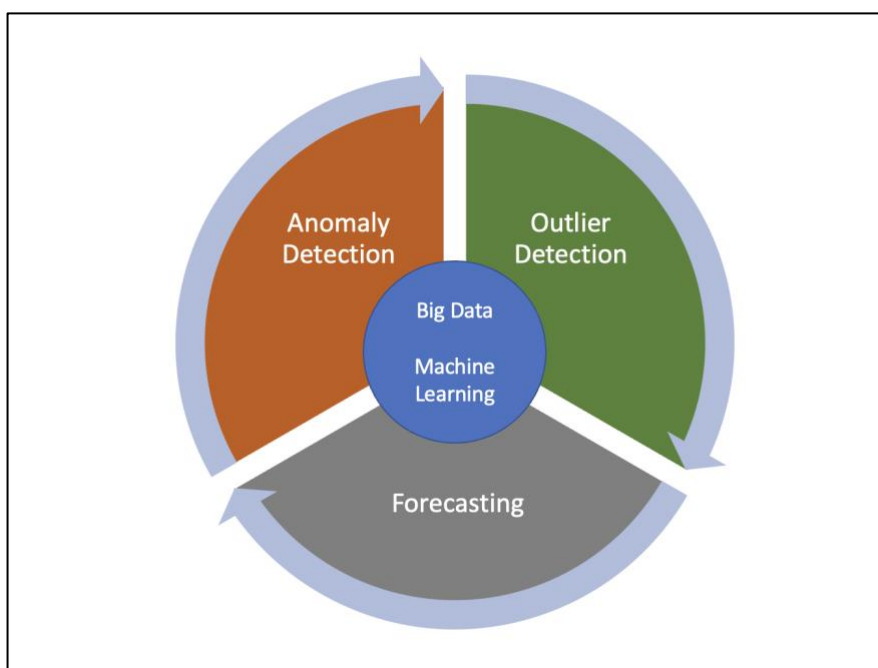
How It Works

At the user location, the user will need to install a lightweight software called NetGain emedge. This software collects the metrics, logs and traces data from the IT components at the location, and then pushes the data through a secure link to NetGain SaaS.

NetGain emedge can be deployed in a single site, or over multiple sites.   The enterprise can also deploy NetGain emedge in a hybrid environment, such as a combination of on-premise, public and private clouds.

NetGain emedge can be installed in a server or on a virtual machine.

NetGain SaaS processes the data and the user will access NetGain SaaS to use the observability suite offerings.

System Requirements

The requirements for running and operating NetGain SaaS will depend on the number of devices and the size of the network it is deployed in. The following gives an indication of the hardware requirements for a given IT environment.

Scalability				
Components	Nodes Quantity	Recommended Specifications		
NetGain emedge	1-50	Dual CPU	4GB	40GB
	-50-500	Dual CPU	8GB	80GB
Operating System	Linux CentOS 7, RHEL 8 or equivalent			
Browser Support	Firefox, Google Chrome, Safari, Microsoft Edge			
Communication between Cloud Vista and Edge	Port: 9005 and 443 Protocol : SSL			

For sizing matters, please contact the NetGain presales team.

About NetGain Systems

Founded in 2002, NetGain Systems is a pioneer in the IT monitoring business, and continues to develop its business as it evolves from IT monitoring to IT observability. It has established local teams throughout the Asia Pacific Region, including Australia, China and Singapore.

Regardless of location, type, size, or complexity, our solutions give our customers the power to observe their IT infrastructure, services, applications and devices with ease, all from a single management dashboard, to achieve operational excellence with reduced complexity and gain useful insights to improve business outcomes.

By understanding that every organization's IT environment is different, NetGain's dynamic solutions are designed to be highly adaptable, fitting the unique demands of your operating environment and evolving with your growing organization.