

## Unified Cloud, Network, Server & Application Monitoring

## OVERVIEW

Kaseya Traverse is a next-generation software solution for monitoring the performance of hybrid cloud and IT infrastructure. It is a part of IT Complete, a platform of integrated solutions that helps eliminate The Space Between — the time your technicians spend switching between applications. Traverse provides a correlated and service-oriented view of the IT infrastructure and links the underlying IT infrastructure to the supported business services and processes. Traverse's innovative Service Container technology enables IT personnel and management to create unique virtual views of discrete IT services and makes the alignment of infrastructure technology with business performance a reality.

Traverse is the perfect solution as today's evolving IT environments transition to the cloud. It offers unified monitoring for hybrid cloud environments as well as legacy IT infrastructure. The open API provides integration with popular service management platforms and application performance management tools. Traverse also supports integrated features such as SLA Management, Network configuration and change management (NCM) and Netflow.

Traverse's MSP features allow MSPs to offer a higher value, richer service offering to their customers. It is the solution of choice for MSPs as they evolve along the maturity curve and need a solution which allows them to offer monitoring services to larger mid- market and Fortune 500 enterprises.

## SERVICE CONTAINERS TECHNOLOGY

Traverse's Service Container technology enable IT to organize and enterprise's distributed and hybrid IT infrastructure into logical, service-oriented views relevant to a business process. The unique object-oriented Service Container technology links applications and underlying infrastructure to IT services in a quick and automated manner. Traverse goes beyond allowing IT to label a loose collection of objects as an IT service, by allowing users to create IT service models based on the redundancy, as well as the underlying L2/L3 topology relationships, of IT services, and then create SLAs to monitor performance.



This seamless integration enables quick identification of impacted IT services (what is affected), trouble areas (where to look) and problem sources (what to analyze further).

## HYBRID CLOUD MONITORING

Traverse supports monitoring of public and private cloud environments such as AWS, vCloud Air, Azure, VMware, HyperV, Xen, UCS, vBlock and FlexPod environments. The system automatically discovers virtual-machine and hypervisor dependencies and tracks virtual machines as they move across hypervisors.

Traverse offers a multi-environment, scalable and rich platform for monitoring both public and private cloud environments, with features that allow troubleshooting performance degradation of services across hybrid cloud networks.

## INTEGRATED DASHBOARD-TO-NETFLOW

Traverse provides an integrated network flow collector to provide seamless drill-down from system and device-level monitoring to troubleshooting and analysis using flow and packet data. This capability allows IT managers to drill down from a high-level service container view to the specific host that is consuming the bandwidth or resources. This seamless integration enables quick identification of impacted IT services (what is affected), trouble areas (where to look) and problem sources (what to analyze further).

Traverse is the only monitoring product that combines a high-level service monitoring platform with powerful flow-based troubleshooting capability for the fastest mean time to resolution.

## PREDICTIVE DATA ANALYTICS

Traverse provides a predictive analytics capability that learns the behavior of IT components over time and automatically adjusts alert thresholds to reduce noise and isolate the root cause of performance degradation in dynamic IT environments. Traditionally cloud and IT environments have been over-provisioned with IT resources to accommodate for peak loads, leading to wasted resources. Traverse's Predictive Analytics capability enables automatic baselining and behavioral learning of cloud and physical infrastructure based on historical data analytics, to enable optimal resource provisioning. This behavioral analysis can be applied to all underlying components of an IT or business service, creating a demand-based performance profile of an IT service.





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## SCALABLE, DISTRIBUTED PROCESSING ARCHITECTURE

Traverse has a patented, fully distributed, real-time architecture that can scale to millions of metrics without performance degradation. It supports a distributed processing and data storage model with no centralized data warehouse which is a traditional bottleneck in other products. The multi-tier architecture includes data processing and storage engines (DGEs); and DGE- extensions which are lightweight aggregators that can collect data from behind firewalls and push to the upstream DGEs. Data from the distributed database is queried, correlated and presented to the users in a unified view. High availability, redundancy and automation to allow scaling to very large monitoring environments are built into the architecture.

## CORRELATION AND ROOT CAUSE ANALYSIS ENGINE

Traverse provides advanced root cause analysis (RCA) features that extend beyond traditional network level analysis. The root cause analysis engine is based on a Service Model designed for analyzing end-to-end business impact instead of just stopping at the network layer. Real-time alarms are triggered based on approaching maximum capacity, traps, log messages, user-defined maintenance, and other criteria taking into account the complex relationships between IT elements for delivering distributed applications. Traverse's Smart Notification Engine (SNE) automatically suppresses transient flaps and prevents alarm floods based on topology and service dependencies. The multi-stage alarm engine provides a comprehensive escalation process to send notifications based on how long a device has been in warning or critical condition, and on time of day and status on repeated polling. The smart suppression engine uses complex heuristics to avoid false suppression of alarms in redundant networks.

## LOG AND EVENT MANAGER

Traverse captures processes, archives and displays a variety of events such as SNMP Traps, Windows Events and Syslogs. Traverse supports acknowledgement and annotation of events, suppression, de-duplication and correlation. The seamless integration with Service Containers immediately identifies which services an event belongs to and the impact of an event on an IT or application service. Traverse's patented distributed DGE architecture allows scaling to very large deployments. It also integrates with most enterprise ticketing systems out of the box.





Users can create visual relationship maps between services and infrastructure, enabling better problem isolation and root-cause analysis.

## SLA MONITORING AND MEASUREMENT

Traverse supports specification of SLAs for services and infrastructure in terms of defined metrics, such as, availability, latency, Committed Information Rate (CIR) and much more. Traverse measures compliance against defined SLAs, and provides reports of compliance against SLAs, using real-time SLA dashboards. In combination with trend reports, SLA dashboards indicate “time to non-compliance” providing a valuable planning tool that can alert to a pending issue while providing time for remediation before SLAs become compromised.

## TOPOLOGY DISCOVERY AND MAPPING

Traverse automatically discovers applications, networks, servers and systems on initial discovery, and the relationship between the different L2/L3 devices using technologies such as CDP, DHCP, ARP, ICMP and route tables. It can then build the hierarchical topology map between your network devices such as switches, routers, VLANs, ATM/frame-relay and older-generation bridges and hubs. Traverse includes an unmatched component template and signature library for IT infrastructure. Users can create visual relationship maps between services and infrastructure, enabling better problem isolation and root-cause analysis.

## INTEGRATED, MULTI-TENANT NETWORK CONFIGURATION MANAGEMENT (NCM)

Traverse includes an integrated, multi-tenant NCM module that supports a wide variety of network routers, switches, firewalls and load balancers for configuration management backup and restore. Traverse's distributed DGE architecture allows backing up and restoring configuration files from network devices in remote locations and behind firewalls.

Any syslog or traps sent by devices due to an unplanned configuration change is received by the Event Manager and can instantly be looked up and compared against the stored configuration in the NCM database leading to much faster time to resolution.







Traverse offers powerful and intuitive reports and statistical information, ranging from simple top-N tables to sophisticated correlation graphs and trend reports using regression analysis.

## REAL-TIME AND HISTORICAL REPORTING

Traverse retrieves data upon request and generates reports and views based on the actual state of infrastructure. Traverse supports trend reports that provide short-term and long-term trend plots of imminent violations and customized reports for fault, performance, threshold, message and inventory. Traverse offers powerful and intuitive reports and statistical information, ranging from simple top-N tables to sophisticated correlation graphs and trend reports using regression analysis.

## MULTI-TENANT, FEDERATED SECURITY MODEL

Traverse has a built-in federated security model which supports multiple departments, users or customers in using a single instance of the software. The flexible security model allows creating read-only or read-write users, administrative users within a department/domain, or administrative users across departments/domains. 'Private' departmental or user-specific views can be enabled in a single deployment of Traverse, even if the various views are based on monitoring information from the same Data Gathering Engine (DGE).

## MOBILE ACCESS

Traverse offers mobile access to critical management information for administrators, service owners and operators and support touch-enabled drill-down menus that are easier to navigate on small device screens. Support is provided for iPhone, iPad and Android devices.

## APPLICATION PROCESS MONITOR

Not only does Traverse monitor the health of servers and if individual processes are running but it also collects the CPU, memory and disk i/o for individual processes for rapid analysis in the case of performance degradation of applications. The application process monitor allows comparison and trend analysis reports of similar processes (e.g. Exchange, SQL Server, Oracle, Apache) across multiple machines, and the Composite Metrics feature allows calculating aggregate resource utilization of specific applications in your environment.





Overcome your network management challenges with one of the most mature, most complete, and easiest to use network monitoring and management tools on the market.

## CUSTOMIZABLE DASHBOARDS

Traverse allows you to create dashboards and display intuitive graphs, tables and charts for any metric being tracked. Dashboards are updated in real time and multiple dashboards can be created for performance of services and infrastructure.

## SUPPORT FOR WIDE RANGE OF INFRASTRUCTURE

Traverse has one of the largest signature libraries in the industry for out-of-the-box discovery of applications, cloud and network infrastructure. This includes (Oracle, SQL Server, DB2, MySQL, Exchange, Apache, WebLogic, etc.), servers (Linux, Solaris, HP-UX, Windows, Novell, etc.), network devices (Cisco, Foundry, Juniper, Avaya, Amperion, etc.), firewalls, content delivery systems, storage infrastructure, fixed wireless nodes, VoIP infrastructure and environmental management components.

## OPEN API

Traverse has a flexible, REST API for integrating with third-party applications such as billing systems, helpdesk and provisioning systems. The API allows creating custom monitors, notifications and integration with automation frameworks for cloud environments.

To learn more about Kaseya Traverse and for your FREE Trial, visit: <https://www.kaseya.com/products/traverse/>



### About Kaseya

Kaseya® is the leading provider of complete IT infrastructure management solutions for managed service providers (MSPs) and internal IT organizations. Through its open platform and customer-centric approach, Kaseya delivers best in breed technologies that allow organizations to efficiently manage, secure, automate and backup IT. Kaseya IT Complete is the most comprehensive, integrated IT management platform comprised of industry leading solutions from Kaseya, Unitrends, Rapidfire Tools, Spanning Cloud Apps, IT Glue and ID Agent. The platform empowers businesses to: command all of IT centrally; easily manage remote and distributed environments; simplify backup and disaster recovery; safeguard against cybersecurity attacks; effectively manage compliance and network assets; streamline IT documentation; and automate across IT management functions. Headquartered in Dublin, Ireland, Kaseya is privately held with a presence in over 20 countries. To learn more, visit [www.kaseya.com](http://www.kaseya.com).

