

WHY EAP?

With Apcela's Enhanced Analytics Platform™ (EAP), companies gain visibility into and across the myriad systems running on their networks. EAP provides a reliable, geographically distributed way to capture, manage, index, and build insight from performance and operational data from their networks, applications, CRM and other operational systems. EAP is a public and/or private cloud-based service provided by Apcela.

The primary components of EAP are:

- High-speed network fabric
- Distributed log and metric capture
- Indexing/analysis/searchability
- Data visualization

Taken together, these components allow Apcela customers to collect, analyze and visualize operational data from all factors that affect application delivery and performance.

SERVICE LEVELS

- 99.99% availability of data analytics services
- 99.999% availability of log ingestion and buffering services
- Stable path/latency from customer edge, over Apcela backbone, to EAP service node

WHAT EAP DOES

Your problem reports sound like this: “My Salesforce is slow.” When asked, “When did this happen?” the answer is, “It started a little while ago.”

These kinds of reports are difficult to take action on without a comprehensive platform that consolidates infrastructure performance and operating metrics. Without a single source of information or consolidated perspective on the operating parameters of the myriad components affecting application performance, diagnosis is hit-or-miss.

Apcela EAP provides that single pane of glass.

With EAP, a network manager can see, on one screen, operational data from systems including, but not limited to:

- Performance characteristics of their SD-WAN overlay network
- Hop counts from and to arbitrary endpoints
- Point-in-time and trends in latency between arbitrary endpoints
- Firewall events
- Data from application performance monitors (e.g., AppDynamics)

With EAP as your vantage point, you can see that application performance began to deteriorate at the same time as the overlay latency increased, which happened at the same time as the underlay hop count increased strongly suggesting a failure and reconvergence in the underlay network.

Until you centralize the performance and operating data from the entire stack of application delivery components, INCLUDING the network, you are fighting the application performance fight with two hands tied behind your back.

HOW EAP WORKS

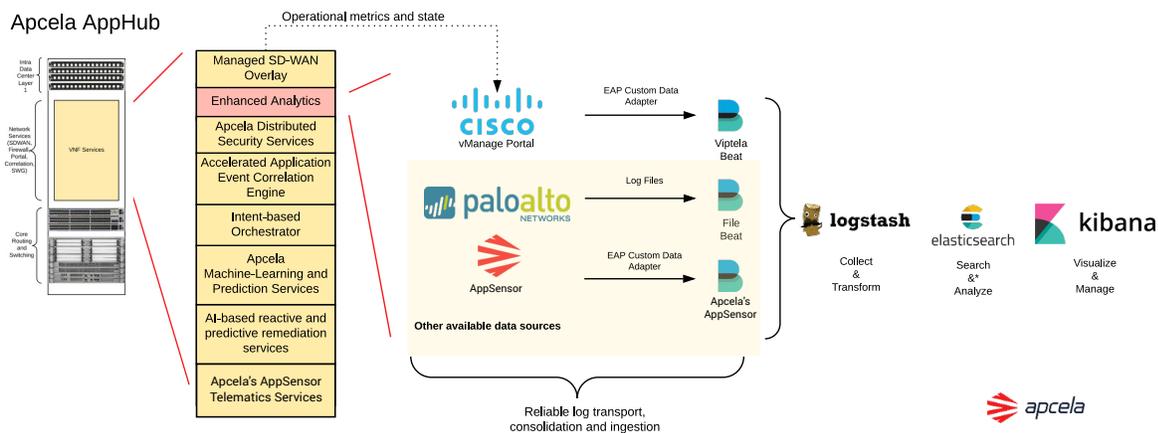
EAP sits on your Apcela network and collects operating data from the:

- Network devices and ports your network transits
- SD-WAN overlay network
- Mesh of Apcela’s AppSensor’s telemetry sensors installed on the underlay, overlay and on-premises
- Internet gateway performance
- Your enterprise-specific application delivery components

Data ingestion is buffered and streamed into an indexing engine that enables real-time rich filtering and analysis. The output of the filtering and analysis is an attractive and powerful data visualization engine.

EAP is the single pane of glass from which you can visualize and, more importantly, CORRELATE, the operating characteristics of the chain of infrastructure components that affect application delivery and performance.

Apcela Product Catalog Reference Architecture | Viptela-ELK Enhanced Analytics



Operational data is ingested into the Enhanced Analytics Platform via an ingestion endpoint in each AppHUB™. These ingestion points receive data in one of several ways.

- Syslog streams
- REST API invocations
- Custom integrations (via EAP Custom Data Adapter (CDA))

Note: Data that is not easily available in any of the above formats can be ingested using an EAP Custom Data Adapter (CDA). Apcela EAP publishes an API endpoint to which customers or Apcela’s professional services can write CDAs.

The EAP product moves the ingested data to the EAP service point assigned to our customer. From this service point customers can analyze their data using an industry standard search engine and data visualization engine.

Apcela can provide training and configuration assistance and customization services to ensure that time-to-value is low and that the resulting operational dashboards include the full stack of application delivery components that are in use at your organization.

DATA COLLECTION

EAP collects data from systems that generate signals in:

- Log files
- Individual metrics (e.g., key=value pairs)
- Network traffic
- Windows client and server logs
- Network Authentication, Authorization and Accounting (AAA) logs
- System heartbeat monitoring

Custom input filters can be developed to the EAP API by Apcela or our customers to support any digital data source (e.g., stock market data, manufacturing data, employee/HR information).

CUSTOM SENSOR INTEGRATIONS

Apcela has developed a custom integration with the Cisco vManage portal. This integration (EAP Plugin for Cisco vManage) captures data from a customer's Cisco-powered SD-WAN and integrates it into the EAP's multi-service data management and analysis environment.

SERVICE GEOGRAPHY

EAP data ingestion is available in the US in Q2 2018 and globally in Q3 2018. US AppHUBs™ with EAP ingestion capabilities include:

- Silicon Valley/San Jose, CA
- Seattle
- Washington, DC
- New York
- Atlanta
- Denver
- Los Angeles
- Miami
- Dallas
- Chicago
- St Louis (2018H2)
- Salt Lake City (2018H2)
- Minneapolis (2018H2)

BENEFITS FOR YOUR BUSINESS

- Reduce Mean-Time-to-Repair (MTTR) by consolidating myriad dashboards, system logs and related environmental information in one place making it easier for system operators to identify correlated events
- Improved Anomaly Detection by base-lining “normal” characteristics on EAP and allowing EAP to identify the outliers
- No analytics experience required. By using EAP, customers get access to state of the art analytics tools in a single pane of glass user experience and as-a-Service delivery model for quick and painless launch
- Business Insights by using Apcela’s EAP Professional Services. Customers can enjoy the benefits of big data, machine learning and AI on their operational data with no up-front investment in hardware, software, or staff training

COMPLIANCE MANDATES

For companies that must meet stringent privacy or security requirements, EAP is available in private instance configurations. Contact sales@apcela.com for more information.