



Performance Analytics Agent™ *Makes Your Platform Smart!*

DATASHEET

Network Performance Analytic Solutions for your Learning Management Platform

Only ACS offers this comprehensive service option to provide customers with an end-to-end ability to test their own platform performance. The integrated SuperAgent from NetQoS allows your administrator to track and measure user response time without desktop or server agents. The SuperAgent separates response time into application, network, and server delay components, enabling rapid troubleshooting of network performance bottlenecks.



The Only Performance Analytics Tool that Helps Track and Manage Performance

The ACS Performance Analytics Agent is an integrated tool that makes your platform visible to your business managers. As an optional part of the ACS Learning Technology Platform, the performance management agent allows you to monitor the performance of your hosted learning technology apart from other integrated network layers or applications, helping you see how well the network is delivering services to the end user. It provides the best overall view of what is happening on the network.

The integrated NetQoS SuperAgent, tracks and measures end-user response time—without desktop or server agents. It monitors all the TCP application packets as they travel from the network through the data center and out again, providing a way to measure network round trip time, server response time, data transfer time, and much more.

The SuperAgent breaks response time into its basic components: application, server, and network delay. This analysis enables you to rapidly troubleshoot network performance bottlenecks and quantify application performance. It continually measures and analyzes performance for all learner activities, compares the response time against the baselines and thresholds that it calculates, and alerts you to performance deterioration. SuperAgent automatically investigates the cause of problems as they occur and provides key diagnostic data to help you quickly solve performance problems.

HIGHLIGHTS

- » Measure quality of learner experience at all ends of your network
- » No finger pointing when applications are slow
- » Measure learner response times without extra agents
- » Real-time platform performance visibility
- » No over-provisioning of integrated learning management infrastructure
- » Validate results of network optimization



Business Value

- » Allows customers to have an end-to-end view of their daily application operations
- » Enables performance of end-to-end network testing with customers as requested—without additional costs or services
- » Validates the effectiveness of an MPLS migration, QoS implementations, load balancing, link and serve upgrades, or application rollouts

Cost Avoidance

- » Eliminates the cost of manual network traces
- » Efficient analysis is web-based and does not require manual search through gigabytes of packet captures when troubleshooting a network problem

For more information on the Performance Analytics Agent go to our website at www.acs-inc.com/learning