



Global NetWatch
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Tech overview

Global NetWatch (GNW) offers the most comprehensive external performance monitoring solution for Internet infrastructures on the market today. GNW technology isolates the key metrics required to understand the current health and performance of network and web servers, your web applications, and your supporting services such as email, DNS, and FTP.

GNW tracks these services from externally placed monitoring stations. These stations are collocated at key ISPs in major metropolitan areas around the US and Europe.

Each station reports data back to a centralized database, in real time. The data is then analyzed and problem notifications are sent, if necessary.

Proprietary Software Means Unmatched Depth, Flexibility And Accuracy

GNW's proprietary software was written from the ground up to offer maximum flexibility in monitoring parameters while ensuring the long term viability and accuracy of data collection. GNW does not use Windows-based automation to collect metrics. Rather, GNW relies on custom software that allows much greater control over the metrics collection process.

GNW maintains complete control of every line of code in its software, and therefore can ensure that new software releases do not invalidate previously collected metrics.

GNW can also ensure that all data collection is uniform. Moreover, GNW custom builds its monitoring hardware, which allows for completely integrated software and hardware.

GNW can detect a number of network and server related problems, such as packet fragmentation, and dangling TCP/IP connections. GNW goes far beyond simple application polling to full blown application functionality testing.

Superior Data Collection

GNW's data collection network is automated and flexible. Users may edit services online, and those service changes are distributed worldwide within 15 minutes.

All collected data is gathered at the central GNW database in real time, so users can access their online account and see their metrics as soon as they are collected. This is invaluable, particularly in trouble shooting situations. If a web site is down, web management must have access to the data that will help restore service.

GNW's data collection network is extremely flexible. GNW offers several collection locations in the US and Europe, and also offers a variety of custom collection solutions, including VPN tunneling, modem dialup, internal collection, and more.

GNW can also establish a private external data collection network for your organization.

Custom solutions are not limited to web servers. GNW can track the performance of any TCP/IP device or service, including Tuxedo servers, Oracle databases, and many other types of services. GNW can also design custom collection to meet your needs.

All custom collection integrates seamlessly with the GNW real time update and data gathering network, even when collection points are inside your firewall.

Superior Access To Data

GNW offers advanced notification options such as email, pager, text messaging, SMS, or SNMP based solutions. GNW goes further, though, with real time XML feeds, reverse polling solutions, and custom notification options. GNW can integrate into your existing manageability system, such as TNG Unicenter or Tivoli.

GNW helps customers build internal data warehouses to correlate internal and external data collection, creating meaningful reporting that can solve real performance problems.

Superior Customer Service And Affordability

The sum of GNW's technology is in the benefit and value delivered to the user – tightly integrated software that is easy to use, control, and afford. Users can control nearly all aspects of their GNW services themselves, in real time, through an easy to use online user interface. You control the tool; the tool does not control you.

Thank you for your consideration of Global NetWatch.