

Frequently Asked Questions

What is FalconView™?

Designed for the Small to Medium Business (SMB), FalconView™ is a unique, cost effective IP Network troubleshooting and diagnostics appliance that ensures high network availability through rapid fault detection and root cause analysis. It leverages an innovative new technology called "Route Analytics" which provides detailed insight into IP network routing health and various Quality of Service (QoS) issues.

What does FalconView™ do?

It utilizes Route Analytics technology thereby providing real-time visibility into the dynamic nature of IP network routing. FalconView™'s core engine provides automatic network discovery, real-time network visibility, monitoring, intelligent diagnostics, network analysis, planning, fault and alarm management, charting and reporting capabilities.

The benefits of working with FalconView™ are many:

- rapid fault detection,
- reduced network downtime,
- improved customer satisfaction,
- lowered operating costs,
- efficient network planning,
- proactive network maintenance,
- increased productivity

This can be achieved without adding any additional load to the network unlike SNMP based approaches! In short, FalconView™ makes your life easier when it comes to increasing network availability, performance, assuring service levels, and the natural outcome of lowered operating costs!

What is Route Analytics?

A Forrester Market Overview on Route Analytics Technologies states:

"Route analytics technologies are an emerging category of tools specifically developed to analyze the IP traffic flows in meshed IP-based networks". "Route analytics technologies: listen without polling to the conversations between the routers; display the Layer 3 logical path topology in near real time (similar to individual routers in their forwarding tables but for the whole network); and predict future changes for both enterprise and service provider networks."

Why do I need FalconView™ now?

Traditional NMS solutions do not offer the real-time diagnostics capability or insight to routing dynamics required for today's complex IP based networks in which

growing mission-critical applications are being deployed. Until now, it was not uncommon for a network engineer to spend more time diagnosing the network problem than correcting them. This not only affects productivity but also increases operating costs due to the highly skilled talent required to assist in network troubleshooting. Your mission-critical applications and services depend on your IP network. If the network is slow, so is business. A Gartner Group study states that *"In a network with 130 users where the typical user needs access 80% of the time at a 98% availability level, the average yearly cost of downtime is over \$ 250,000. While in a 200-user network, and within the same network access requirements the costs spiral to over \$6 M /year"*. FalconView™ can address these issues and can prove to be a valuable asset in reducing costs and increasing revenues for your organization.

How does FalconView™ work?

FalconView™ is a unique, real-time, non-intrusive, troubleshooting and diagnostics appliance for IP networks. FalconView™ gathers routing protocol information, interprets it, and creates a real-time map of all network IP activity. Physically or logically (over GRE tunnels) connected to the network, the FalconView™ appliance automatically discovers and monitors the network, provides a full Layer-3 topology map and analyzes routing protocol data to uncover undesirable network behavior and to perform root cause analysis. FalconView™'s patented technology allows for this capability without the need to continuously poll network elements – wherein intermittent but critical network faults may occur - thereby reducing overall network traffic as compared with existing NMS tools. The FalconView™ Management Client provides a clear and intuitive user interface that displays the status of the entire network in real-time. It can be said that FalconView™ transforms information into knowledge.

How can FalconView™ augment the capabilities of my existing network management solution (NMS)?

Today's NMS solutions cannot easily cope with the dynamic nature of today's converged networks. Demanding IP based services such as VoIP and IPTV are a reality that has stringent QoS requirements. Different from traditional NMS, FalconView™ leverages its patented "route analytics" technology allowing for continuous monitoring of the network in real-time, transforming this information into knowledge and analyzing the impact on your network and application performance. Instead of providing you static snapshots of your network, as is the case with existing NMS tools, FalconView™ provides complete visibility into the IP cloud and the knowledge into how data is dynamically routed across the network in real-time – this is "Visible Intelligence™". With this ability,

FalconView™ can reduce the mean time to identity (MTTI) and repair (MTTR) of routing failures and anomalies thereby increasing application uptime and performance.

How does FalconView™ work with my existing network management solutions (NMS)?

FalconView™ alerts and notifications can be exported as SNMP traps directly to your network management system or to SYSLOG, enabling you to consolidate and streamline your resolution process.

How is FalconView™ different from sniffer-based solutions?

If you have already worked with sniffer-based solutions, which sit directly in the data path and are restricted to monitoring traffic currently flowing through a single link or device, you are aware of the pain of having to instrument individual devices in the network and manually pull together the information collected to determine network affects on mission-critical applications. FalconView™ however, sits out-of-band in the IP control plane and continuously monitors the routing protocols in real-time to automatically provide a holistic, network-wide view of all network routes without adding any extra load. Transforming information into knowledge, FalconView™ automatically correlates the data to the most relevant routing activity for each application and alerts you of problems that may affect these applications.

How is FalconView™ different from probe-based solutions?

FalconView™ is not only much more effective in gathering network information, but it also provides considerably more meaningful information than any probe-based solution, such as traceroute and ping. Instead of providing only a single snapshot of the network, consuming network resources with test traffic, and requiring manual compilation and correlation of results, FalconView™, with its non-intrusive 'listening' capability, provides an automated, continuous, and holistic view and analysis of the dynamic nature of all network routes. This allows for effective real-time monitoring of any number of paths.

What type of customers do you typically serve?

We serve Service providers, government agencies, and enterprise organizations of varying sizes and in many industries including: retail, finance and insurance, entertainment, telecommunications, manufacturing, etc.

How is FalconView™ deployed within my network?

FalconView™ is a simple to install, easy to configure appliance which requires no network configuration

changes. The appliance is non-intrusive and simply requires one connection to any router within the network to provide full functionality. Additionally, FalconView™ is an out-of-band solution that does not field any IP packets and does not inject any traffic onto the network.

Who is Solana Networks?

Solana Networks provides industry-leading software products and solutions for IP networks in Canada and internationally. Solana's offerings are designed to improve the performance of mission-critical IP networks, reduce network downtime and enable new services. The company offers two intelligent IP network diagnostics products: FalconView™ aimed specifically at the small to medium business (SMB) and our flagship product SmartHawk targeted at the largest enterprise and ISP networks. Both products have unique capabilities for ensuring high network availability through rapid fault detection and root cause analysis. Leveraging an innovative technology called "Route Analytics" they provide detailed insight into IP network routing health and various QoS issues.

Why should I contact Solana Networks?

You should turn to Solana if you would like to assure higher availability and performance for your IP network and decrease network management operating costs. Solana Networks can also assist if you would like to have:

- an easier and faster method of troubleshooting network related problems;
- plan IP network changes and growth with confidence,
- know of any anomalies affecting your network performance before it can impact user experience; or
- simply know if your network is VoIP ready or is in good health.

Contact Us:

120 Robertson Road, Suite 210
Ottawa, ON K2H 5Z1
P 613.596.2892 | F 613.596.8924
info@solananetworks.com
www.solananetworks.com

