



# Network Traffic Profiling Service Overview

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## Introduction

Gen-i's Network Traffic Profiling services provide a suite of optional packages around an application-adaptive bandwidth-management solution that helps to ensure application performance across enterprise WANs and the Internet.

At the core is a Packeteer appliance, which classifies and analyzes network traffic, enforces policy-based bandwidth allocation, and generates reports on network utilization and performance. This tool ensures that network-application performance mirrors business priorities.

## Services Offered

1. Ad-hoc Consultancy Service
  - Needs analysis
  - Traffic monitoring for a required short period
  - Performance monitoring, and analysis of results
  - Reporting and recommendations
2. Monitoring Service
  - Initial Implementation
  - Implementation comprises:
    - i. Initial consultancy (needs analysis)
    - ii. Baselineing, policy setting discussions, followed by implementing bandwidth allocations, traffic shaping policy, and setting threshold alerts
    - iii. Setting up automated customer reporting
  - Equipment
    - i. Hardware leasing (24 or 36 month contract options)
    - ii. Hardware monitoring (includes break-fix maintenance)
    - iii. Hardware configuration backup and restore
  - Service Levels
  - Customer interrogates hardware for parameters and reports, analyses the data and optimises the network for desired QOS levels (read only)
  - Gen-i's service levels are limited to hardware availability
  - Hardware configuration changes are charged for on an ad-hoc consultancy basis when required by the customer
  - Standard reporting normally includes:
    - i. Total access utilisation
    - ii. Per subnet utilisation
    - iii. Applications per subnet

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- iv. Top 10 talkers per application class
  - v. Breakdown of server versus network transaction delay
  - vi. Server farm load share (where applicable)
  - vii. SLA compliance
3. Management Service
- Initial Implementation  
Implementation comprises:
    - i. Initial consultancy (needs analysis)
    - ii. Baselineing, policy setting discussions, followed by implementing bandwidth allocations, traffic shaping policy, and setting threshold alerts
    - iii. Setting up customised customer reporting
  - Equipment
    - i. Hardware leasing (24 or 36 month contract options)
    - ii. Hardware monitoring (includes break-fix maintenance)
  - Management
    - i. Ongoing proactive policy-based QOS management and optimisation of existing traffic policy
    - ii. Customer may interrogate hardware for parameters and reports (read only)
    - iii. Ongoing trend analysis
    - iv. Monthly reporting, including analysis results and recommendations  
Reporting normally includes:
      - 1. Total access utilisation
      - 2. Per subnet utilisation
      - 3. Applications per subnet
      - 4. Top 10 talkers per application class
      - 5. Top Ten Traffic class both at an access link and per subnet level
      - 6. Breakdown of server versus network transaction delay
      - 7. Server farm load share (where applicable)
      - 8. Application Transaction SLA compliance
      - 9. Guaranteed rate failures
      - 10. Network efficiency
      - 11. Transaction delay distribution
      - 12. Packet round-trip delay
    - v. Implementation of recommendations

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- vi. Implementation of agreed changes as a result of major events e.g. to allow for implementation of major network changes, or shaping policy re-configurations due to introduction of changed applications
    - 1. Pricing of changes as a result of a customer-selected number of major events can be included in the fixed monthly price, or charged separately per event
  - vii. Hardware configuration backup and restore
    - Service Levels
      - i. Service levels can be QOS-based – pricing may vary, depending on customer needs. The standard service level is: traffic shaping is optimised to remain within 10% of agreed QOS policy, averaged per fortnight
    - Ad-hoc Consultancy
      - i. Ad-hoc consultancy is charged for separately when required by the customer, and can include:
        - 1. Whole-of-network latency and QOS in-depth analysis (i.e. including the path being monitored with the Packeteer tool), using tools such as Network Vantage.

## Circuit Sizes

The Packeteer tools provided by Gen-i are as follows:

- Packeteer 2500 – suitable for up to 2 Mb/s circuits
- Packeteer 6500 – suitable for up to 100 Mb/s circuits

No impact upon bandwidth and minimal impact upon latency by inserting the tool into a network.

## Indicative Pricing

The Packeteer tools provided by Gen-i are as follows:

- All figures are indicative at this early stage, and are subject to internal Gen-i approvals.
- All figures are exclusive of GST.
- Disbursements such as travel and accommodation expenses will be charged separately if applicable.
- Pricing is for standard service level commitments. Other service level commitments will incur additional pricing.
- Pricing for the ad-hoc consultancy service assumes the installation of one Packeteer unit.

- Different hardware rental prices reflect the different costs of the Packeteer tools

Service	WAN Size	Term	Price
<b>Ad-hoc consultancy service:</b>			
Initial needs analysis, discussion and installation of one Packeteer unit.  In addition:			\$1,500.00
Hardware rental			\$280 per week, minimum 1 week
Analysis, reporting and consulting			\$185 per hour, minimum 5 hours (typically 8 hours)
<b>Monitoring service:</b>			
Implementation (one-off charge)			\$2,750+ \$250 per Packeteer unit
Management per unit			\$150 per month per Packeteer unit
Hardware rental per unit	Packeteer 2500	24 months	\$1,020 per month per Packeteer unit
	Packeteer 2500	36 months	\$800 per month per Packeteer unit
	Packeteer 6500	24 months	\$1,700 per month per Packeteer unit
	Packeteer 6500	36 months	\$1,300 per month per Packeteer unit
<b>Management service:</b>			

Implementation (one-off charge)			\$2,750 + \$250 per Packeteer unit
Management	1 Packeteer unit		\$1,775 per month
Management	Per additional Packeteer unit		\$600 per month
Hardware rental per unit	Packeteer 2500	24 months	\$1,020 per month per Packeteer unit
	Packeteer 2500	36 months	\$800 per month per Packeteer unit
	Packeteer 6500	24 months	\$1,700 per month per Packeteer unit
	Packeteer 6500	36 months	\$1,300 per month per Packeteer unit
Option: additional price per re-Baselining			\$900