



VOYANCE FOR PRIVATE CLOUD ENVIRONMENTS

FAQ

July, 2017

1. CAN YOU DESCRIBE THE VOYANCE FOR PRIVATE CLOUD SOLUTION?

Voyance for private cloud environments combines all the requisite data collection, inspection, analysis and back end big data processing technologies into a single, massively scalable platform that can be deployed within enterprise data centers or private cloud to give companies complete control.

2. HOW DO YOU DEFINE PRIVATE CLOUD?

Private cloud is a computing model that uses resources which are dedicated to a specific organization. A private cloud shares many of the characteristics of public cloud computing such as resource pooling, self-service and elasticity delivered in a standardized manner with the additional control and customization available from dedicated resources.

3. WHY IS NYANSA OFFERING A PRIVATE CLOUD SOLUTION NOW?

Even with the growth and popularity of public cloud services, many organizations are still not ready to take the plunge or simply want complete control. For many organizations, such as financial institutions, banks, government agencies and healthcare companies, user and network data is never allowed to leave the corporate domain. As a result, complete control of all organizational data with greater deployment flexibility is often non-negotiable.

4. HOW DOES IT WORK?

The private cloud deployment option processes all customer data within the customer's premises. In this model, the only interaction with the Nyansa public cloud is for system health monitoring, optional sharing of benchmark data, as well as receiving software updates.

5. HOW IS IT DIFFERENT FROM NYANSA'S EXISTING PUBLIC CLOUD SERVICE?

The only difference is the deployment of the solution. The Voyance private cloud solution brings Voyance's public cloud engine to the customer's premise. All data processing and analysis occurs within the confines of the customer's network. All feature/functionality of the Voyance service is identical within both deployment models.

6. IS THIS A HARDWARE OR SOFTWARE SOLUTION?

Either. The customer can choose to deploy Voyance within their environment as a complete VM software solution or on a preconfigured appliance that Nyansa provides.

7. WHAT EXACTLY IS INCLUDED IN THE PRIVATE CLOUD SOLUTION?

Here are the components of the Voyance private cloud solution.

- *Voyance Crawler* - Data collection and inspection (software / hardware) that resides within the network to collect wired and wireless data off the access layer.
- *Voyance engine* – Voyance's backend data processing, search and database technologies needed to process all the data.
- *Unlimited software updates* - Newer features, security patches and bug fixes
- *Monitoring and Support* - Nyansa provides health monitoring, alerting and reporting of the Voyance deployment in the private cloud

8. WHAT'S UNIQUE ABOUT NYANSA'S PRIVATE CLOUD OFFERING?

It's currently the market's only comprehensive analytics solution for the enterprise wired and wireless access network developed specifically for private cloud environments. It's also the only solution focused on the end user experience. Voyance uniquely provides full-stack data analysis and correlation of every client transaction in real time and over time, automatic baselining of network incidents, service and applications and industry benchmarking comparisons.

9. ARE THERE OTHER COMPANIES OFFERING STANDALONE NETWORK ANALYTICS SOLUTIONS THAT DON'T USE ANY PUBLIC CLOUD SERVICE? IF SO, HOW IS NYANSA'S DIFFERENT?

No. While some companies offer standalone (or private) network analytics solutions for a specific network element or traffic type, Voyance by Nyansa is the only solution available today that delivers a complete, full-stack data network analysis system focused on the end user experience.

10. WHY WOULD CUSTOMERS WANT TO RUN VOYANCE WITHIN THEIR OWN INFRASTRUCTURE?

Many companies have investments that span traditional, private and public cloud computing environments and have developed sophisticated virtual network environments that they own and operate. Total control of network data is paramount to many companies still reticent to migrate to public cloud services of any type.

11. HOW DOES VOYANCE PRIVATE CLOUD RECEIVE SOFTWARE UPDATES?

The private cloud deployment option of Voyance has the same feature velocity benefits as the public cloud Voyance service. While no data process leaves the customer environment, Nyansa's rigorous DevOps practices are applied to private cloud deployments in terms of software maintenance and upgrades.

12. HOW IS THE VOYANCE PRIVATE CLOUD MONITORED?

Nyansa provides constant [private cloud monitoring (eg. system heartbeats, app health metrics) over a secure tunnel (port 443). Nyansa provides the same DevOps tools and monitoring capabilities available with the public cloud service for private cloud customers.

13. WHAT CLOUD ENVIRONMENTS ARE SUPPORTED WITH VOYANCE PRIVATE CLOUD?

The Voyance private cloud solution supports ESXI (5.5 or higher) or within a customer's own Amazon Web Services (AWS) or Microsoft Azure environments.

14. WHAT TYPES OF SUPPORT OPTIONS ARE OFFERED TO PRIVATE CLOUD CUSTOMERS?

In addition to the ongoing private cloud monitoring and reporting, Nyansa provides phone and email support for private cloud customers.

15. HOW IS THIS SOLUTION PRICED?

Available immediately, the new Voyance private cloud deployment option is priced on a one, three, or five-year software license basis and includes the entire Voyance back-end network analytics system with all the feature/functionality of Nyansa's Voyance public cloud analytics service, along with the User Application Analytics (UAA) software suite, monitoring of the Voyance private cloud, enterprise support, and software upgrades for the license term. Starting at \$65,000 for a one-year license, Voyance for Private Cloud supports up to 250 access points and 2,500 users. Multi-year discounts are available. All hardware costs, if applicable, are simply passed through to the customer.

16. WHAT IS THE TARGET CUSTOMER FOR THIS TYPE OF SOLUTION?

Any organization that desires to maintain complete control over all network data and has the internal resources and network infrastructure to support a fully-featured and massively scalable network analytics system. Specifically, this solution is ideal for medium to large-sized financial institutions, hospitals, government agencies or banks where the use of public cloud services are not allowed or desired.

17. WHAT ARE THE HARDWARE REQUIREMENTS FOR RUNNING VOYANCE AS A PRIVATE CLOUD SOLUTION?

The hardware requirements for the back-end processing engine are dependent on the number of users or node (eg. access points) that must be supported.

The “front-end” crawler VM software requires VMWare ESXI v. 5.5 or higher, Xeon quad core processor with 20GB of storage, 4 virtual processor cores, and 4GM of virtual RAM. Single 10Gbs copper or fiber NIC and a single 1Gbps copper or fiber NIC for high speed connectivity to enterprise access network.

For the back-end analytics engine the minimum base hardware system requirements include: VMWare 5.5 (or higher) 40 hyper-threaded cores, 128GB memory and 1.6TB of storage to support a deployment with roughly 15K wired & 2K wireless clients and 4,000 APs and is infinitely (horizontally) scalable. Hardware system requirements will vary relative to customer requirements.

18. HOW MANY USERS AND OR ACCESS POINTS DOES THE BASE PLATFORM SUPPORT AND WHAT IS THE DATA RETENTION OF THE BASE SYSTEM?

The entry level system supports 2,000 users and 250 access points and provides one year of data retention for aggregated network and incident trends and baselines as well as 15 days for specific client, AP and server data. The platform can be easily upgraded with additional memory to support specific customer data retention requirements.

19. IS NYANSA CHARGING SEPARATELY FOR THE HARDWARE?

Yes. But any costs are simply passed through to the customer.

20. IS THIS STRICTLY AN ON-PREMISE SOLUTION? WHERE IS THE SYSTEM DEPLOYED?

While the Voyance crawler is typically deployed on premise because it must collect user, application and network data off the enterprise access network, the Voyance backend processing engine can be deployed wherever the customer desires using a secure IP or VPN connection.

21. WHAT TYPES OF COMPANIES HAVE SHOWED INTEREST IN A PRIVATE NETWORK ANALYTICS SYSTEM?

Larger manufacturing organizations, hospitals and higher education institutions are among the first companies to have shown the greatest interest. However the solution is ideal for any-sized organization adverse to using a public SAAS service or has explicit data privacy requirements.

22. IS THERE ANY DATA THAT LEAVES THE CUSTOMER'S PRIVATE ENVIRONMENT?

No.

**23. IS INDUSTRY BENCHMARKING OFFERED IN THE PRIVATE CLOUD OFFERING?
IF SO, HOW DOES THIS WORK?**

Yes. Comparative benchmarking with other anonymous companies is available in the private cloud offering. Relevant comparative (anonymous) metrics are included as part of the software upgrade process. Customers can opt in or out of the industry benchmarking option.

**24. IF NYANSA UPGRADES OR ADDS NEW FEATURES TO ITS VOYANCE ANALYTICS
PUBLIC PLATFORM, HOW DO PRIVATE CLOUD CUSTOMERS GET THEM? IS THERE A
COST?**

Included in the Voyance solution for private clouds, customers automatically receive software updates and upgrades. Major new features and functionality will be priced separately and offered as a separate software license option.

**25. IF A COMPANY USES THE VOYANCE PUBLIC ANALYTICS SERVICE, AND WANTS TO
MIGRATE TO THE PRIVATE CLOUD SYSTEM OR VICE VERSA, CAN THEY?**

Yes. Both the Voyance private and public cloud software solutions are based on the same code base. Depending on the features and functionality used by a given customer, this can be easily achieved.