

### Monitoring enterprise network performance

Enterprise applications are increasingly sensitive to the real-time performance of the network over which they run. Inconsistent network performance degrades voice and video quality, and slows down mission-critical applications. The applications demand that administrators be constantly aware of the performance of their enterprise networks.

Reliance Globalcom's network performance monitoring tool, Yipes HawkEye, is a unique network performance measurement system that is accessible via the YipesCARE customer web portal. It examines network latency, jitter, and packet delivery and provides real-time location-specific performance data.

Yipes HawkEye EDGE allows Reliance Globalcom's customers to view inter-office network performance. Metrics reporting includes:

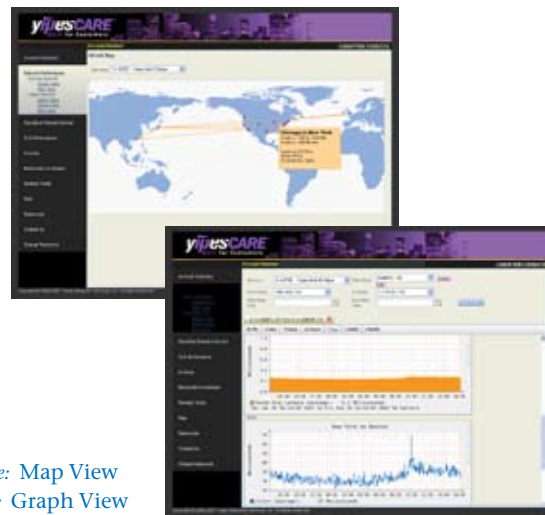
**Latency** - Latency is the delay in packet transmission across a network. Yipes HawkEye provides route-specific latency data within and between each site at which a Yipes HawkEye measurement device has been installed.

**Jitter** - Jitter is the variation of latency and refers to recurring changes in the timing of a data stream. Monitoring and limiting jitter has become increasingly important as more enterprises move to time-sensitive applications such as videoconferencing and VoIP.

**Packet delivery** - Packet delivery is the percentage of data packets successfully delivered. It is a defining metric in determining the consistency and reliability of network services.

Reliance Globalcom provides the subscription-based Yipes HawkEye services by provisioning managed network measurement devices at customer premises. These measurement devices transmit and receive thousands of UDP data packets per minute over specified VLANs after which the Yipes HawkEye system processes and computes this data. Customers can view real-time data displays in Map View and Graph View via the YipesCARE customer web portal.

**Map View** - Map View provides an interactive map view of all services provisioned over Reliance Globalcom's global network. It provides a snapshot perspective of performance over the previous 24 hours



above: Map View  
right: Graph View

on each of the three network performance metrics described above.

**Graph View** - Graph View allows customers to see network service performance on a daily, hourly or minute-by-minute basis in graph form. This view also offers a function by which customers can receive raw data in .csv format via email for further quantitative analysis of key service performance metrics.

Reliance Globalcom offers two premium Yipes HawkEye services:

#### Yipes HawkEye EDGE

Yipes HawkEye EDGE allows network managers and IT administrators to monitor network performance between enterprise locations whether local or around the globe. Yipes HawkEye EDGE is an indispensable tool for network administrators managing any range of enterprise IT services, including jitter-sensitive voice, video or real-time applications.

#### Yipes HawkEye fn

Developed for the securities industry, Yipes HawkEye fn monitors network performance between a client location and financial exchanges, ECNs and trading platform locations. This service addresses the needs of brokerages and buy-side firms whose trading success depends upon low-latency and high reliability.