



# UNMATCHED NETWORK VISIBILITY

**GAIN END-TO-END VISIBILITY INTO YOUR BUSINESS-CRITICAL APPLICATIONS AND NETWORK PERFORMANCE WITH SITA'S SDN REPORTING PLATFORM.**

As the air transport industry's networks and applications evolve and digital transformation increases the reliance on Information Technology and Telecommunications (IT&T), the need for powerful monitoring and reporting tools has become paramount. Airport and airline network and IT departments require meaningful insights to plan, diagnose, optimize and report on critical network and application performance to ensure a consistent quality of experience is maintained across all touchpoints in the passenger journey.

SITA has partnered with LiveAction to bring its pioneering network monitoring, reporting, and visibility tool to the air transport industry for wide area networks (WAN) and software-defined networking (SD-WAN). Based on the LiveSP solution, the new SITA SDN reporting platform service is available as part of SITA Service Management Assurance, SITA's industry-leading service management offering, which helps SITA customers realize maximum value from their subscribed services.

**SITA'S SDN REPORTING TOOLS AND DELIVERABLES ALLOW FOR A COMPLETE AND CONSISTENT VISION OF YOUR IT INFRASTRUCTURE.**

**SITA**

## ENHANCING OUR REPORTING SOLUTION

SITA's enriched reporting solution helps end-users visualize information through dynamic dashboards, generate application-based reports, and be alerted on key metrics, such as network usage, application performance, SD-WAN performance, and infrastructure health.

The LiveSP solution, scaled for service providers with over 100,000 sites, allows SITA to provide enhanced customer visibility and business insights for SITA Connect. SITA Connect is SITA's unrivaled global networking services portfolio, offering secure, reliable, and flexible network connectivity solutions that deliver ever-improving passenger experiences globally.

Key benefits and features of the reporting solution include:

- **Fully customizable dashboards** - allows users to focus on the information that is important to them, with a home page and an extensive catalog of dashboards to address common use cases, all of which can be personalized to suit the individual.
- **Customizable application reporting** - provides insights for managing and optimizing routing, prioritization, and bandwidth planning.
- **Flow visualization and playback** - offers an easy way to understand changes to application-aware routing, which is tied to performance-related events such as packet loss, jitter, and latency.

### Gain complete visibility, monitoring, and reporting for WAN and SD-WAN networks:

- Monitor bandwidth usage
- Identify irregular behavior
- Visualize path quality metrics
- Manage performance
- Mitigate problems before they impact business users

## IMPROVING EFFICIENCIES AND VISIBILITY

SITA Connect SDN is SITA's next-generation SD-WAN networking solution that meets increasing bandwidth demands while optimizing costs. It provides more efficient access to applications hosted in the private and public cloud, improving performances while at the same time ensuring a highly secure environment and better visibility.

SITA Connect SDN supports airport and airline applications moving to the cloud, making them more efficient, robust, secure, and agile.

With the largest established footprint in 220 countries and territories and at over 600 airports, plus integrated applications and network solutions, SITA is uniquely positioned to provide all service components across connectivity, hardware, platform, and applications.

The application of SD-WAN technology is making rapid changes possible. Collaboration is at the heart of this offering.

**“OUR COLLABORATION GIVES SITA A UNIQUE OPPORTUNITY TO DIFFERENTIATE, CREATE VALUE-ADDED SERVICES, AND HIGHLIGHT ITS APPLICATION-BASED INFRASTRUCTURE PORTFOLIO.”**

**DAMIEN DEFER, SP SALES DIRECTOR, LIVEACTION**





## ABOUT LIVEACTION

LiveAction provides end-to-end visibility into network and application performance from a single pane of glass. This gives enterprises confidence that the network is meeting business objectives, offers IT administrators full visibility for better decision making, and reduces the overall cost of operations.

By unifying and simplifying the collection, correlation, and presentation of network and application data, LiveAction empowers network professionals to proactively and quickly identify, troubleshoot, and resolve issues across increasingly large and complex networks.

To learn more and see how LiveAction delivers unmatched network visibility, visit [www.liveaction.com](http://www.liveaction.com)

**LiveAction**<sup>™</sup>

**“PARTNERING WITH LIVEACTION HAS HELPED US DEVELOP A WORLD-CLASS SERVICE MANAGEMENT OFFERING FOR SOFTWARE-DEFINED NETWORKING (SDN), INCLUDING THE CO-DEVELOPMENT OF UNIQUE REPORTING FEATURES WHICH BRING REAL VALUE TO OUR CUSTOMERS. THE OUT-OF-THE-BOX INTEGRATION WITH EXISTING SDN VENDORS HAS REDUCED TIME TO MARKET WITH A ROBUST AND COMPREHENSIVE SOLUTION.”**

**MARTIN SMILLIE, VP COMMUNICATIONS & DATA EXCHANGE PORTFOLIO, SITA**

**LEARN MORE BY CONTACTING THE SITA TEAM AT:**

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or visit: [www.sita.aero/mysita](http://www.sita.aero/mysita)**



### SITA AT A GLANCE

#### Easy and safe travel every step of the way.

- Through information and communications technology, we help to make the end-to-end journey easier for passengers – from pre-travel, check-in and baggage processing, to boarding, border control and inflight connectivity.
- We work with over 400 air transport industry members and 2,500+ customers in over 200 countries and territories. Almost every airline and airport in the world does business with SITA.
- Our customers include airlines, airports, ground handlers, aircraft, air navigation service providers, and governments.
- Created and owned 100% by air transport, SITA is the community's dedicated partner for IT and communications, uniquely able to respond to community needs and issues.
- We innovate and develop collaboratively with our air transport customers, industry bodies and partners. Our portfolio and strategic direction are driven by the community, through the SITA Board and Council, comprising air transport industry members the world over.
- We provide services over the world's most extensive communications network. It's the vital asset that keeps the global air transport industry connected.
- With a customer service team of over 1,700 people around the world, we invest significantly in achieving best-in-class customer service, providing 24/7 integrated local and global support for our services.
- Our annual Air Transport and Passenger IT Insights reports for airlines, airports and passengers are industry-renowned, as is our Baggage IT Insights report.

For further information, please visit [www.sita.aero](http://www.sita.aero)



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