

netk
system

Innovative IT Operation Management
Solution

Company and Product Overview

NetkaView
Network Manager



NetkaQuartz
Service Desk



NetkaView
Packet Analyzer



NetkaView
Logger



NetkaView
IoT



NetkaGalaxy
Data Analytics



About Netka System



Netka System is software manufacturer for IT infrastructure and IT service management, founded in 2005.

Vision

Provide innovative IT operation management solutions to empower your digital business transformation.

Mission

To gain visibility and insight into your IT infrastructure in real-time with advanced analytic tools.

THE WORLD'S TOP 3 AIRPORT



NetkaView Network Manager

NetkaQuartz Service Desk

NetkaView Logger

NetkaView Packet Analyzer

NetkaView IoT

NetkaGalaxy Data Analytics

Netka AIOps Director Artificial Intelligence IT Operations Director

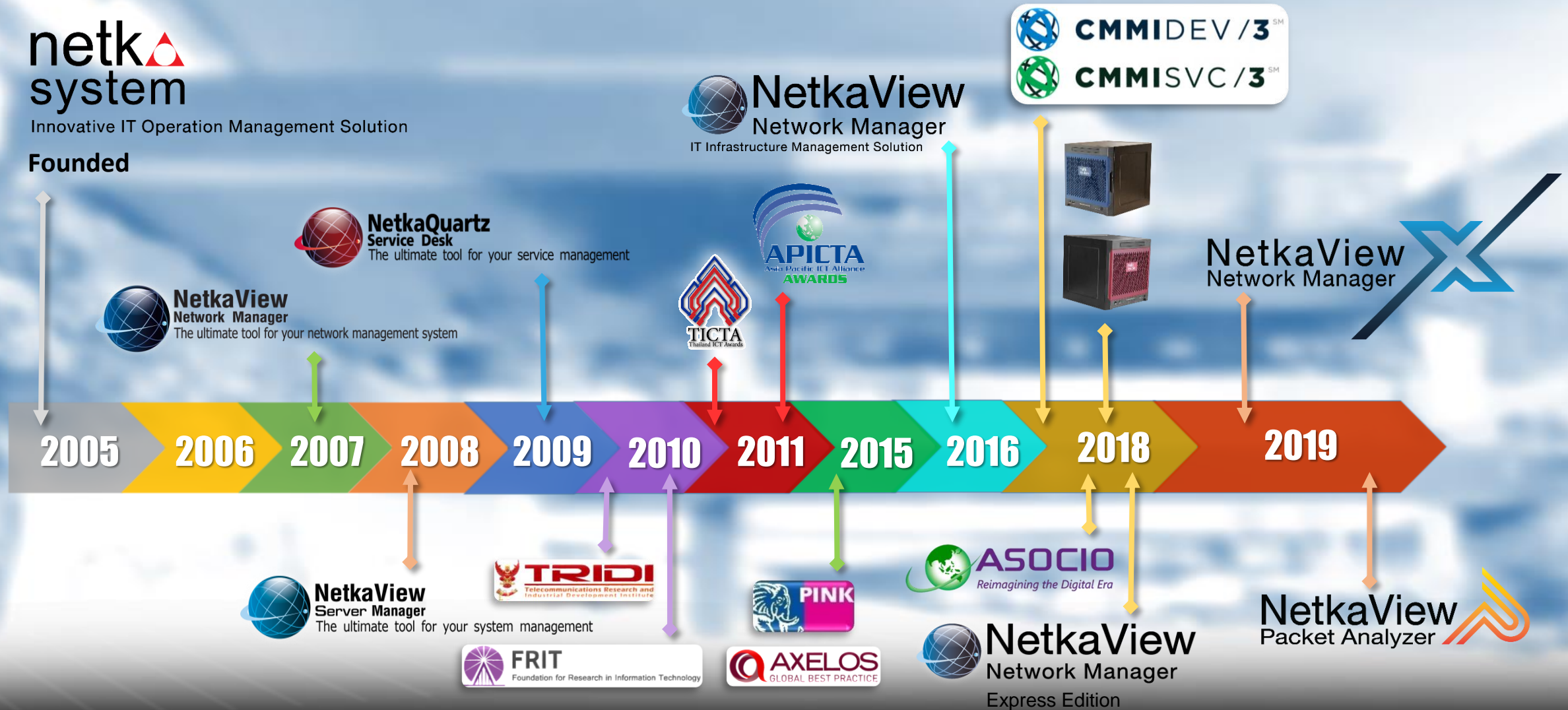


Netka System Timeline

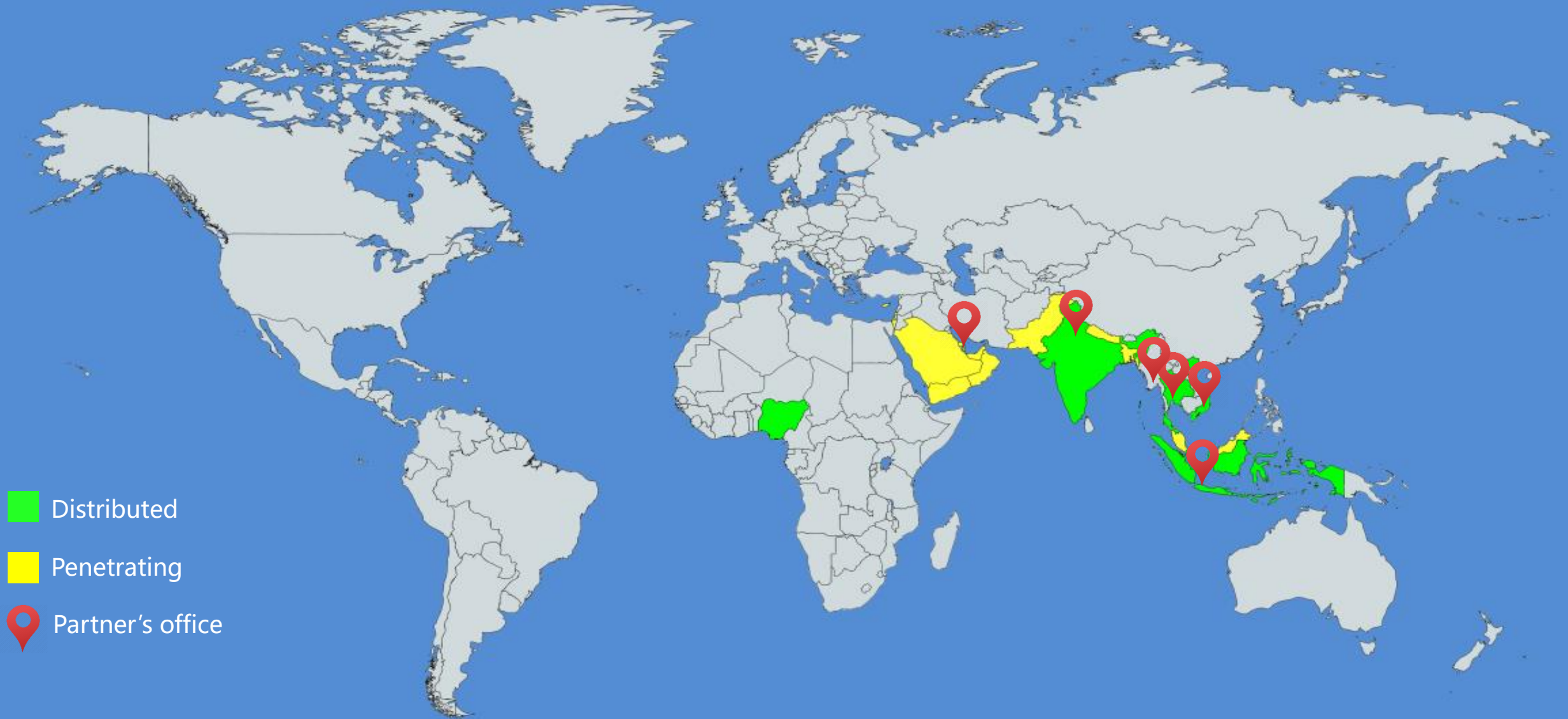
netk system

Innovative IT Operation Management Solution

Founded

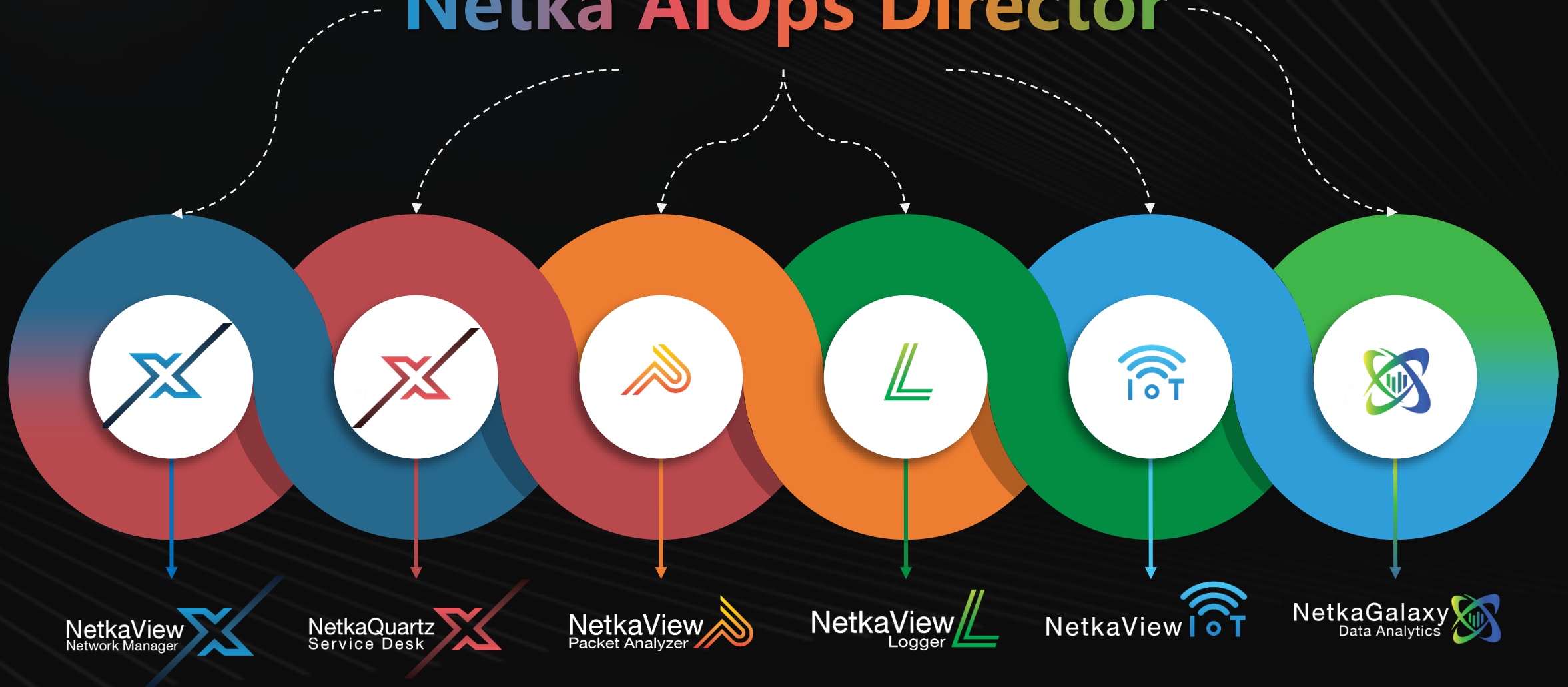


Geographical Product Distribution



Netka Products

Netka AIOps Director



Netka Products

NetkaView
Network Manager



NetkaView Network Manager X (NNMX)
IT Infrastructure Management (ITIM) Solution

NetkaQuartz
Service Desk



NetkaQuartz Service Desk X (NSDX)
IT Service Management (ITSM) Solution

NetkaView
Packet Analyzer



NetkaView Packet Analyzer (NPA)
Network Performance Monitoring & Diagnostics (NPMD) Solution

NetkaView
Logger



NetkaView Logger (NLG)
Security Information and Event Management (SIEM) Solution
Network Performance Monitoring & Diagnostics (NPMD) Solution

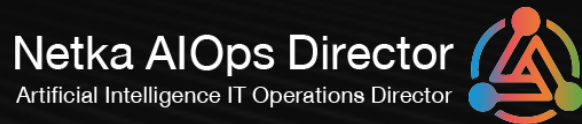
Netka Products



NetkaView IoT (NIoT)
Internet of Things (IoT) Management Solution



NetkaGalaxy Data Analytics (NGDA)
BI Data Visualization & Analytics Solution



Netka AIOps Director (N-AIOps)
Artificial Intelligence IT Operations Director

(Release in 2021)

Our products & services

Software Licensing

- ✓ NetkaView Network Manager
- ✓ NetkaQuartz Service Desk
- ✓ NetkaView IoT
- ✓ NetkaGalaxy Data Analytics
- ✓ Netka AIOps Director



Hardware Appliances

- ✓ NetkaView Appliance
- ✓ NetkaQuartz Appliance
- ✓ NetkaView Packet Analyzer Appliance
- ✓ NetkaView Logger Appliance
- ✓ NetkaGalaxy Data Analytics Appliance



Cloud Services

- ✓ Microsoft Azure
- ✓ AWS (2020)



Support & Services

- ✓ Customization Service
- ✓ Implementation Service
- ✓ Training Service
- ✓ Software Subscription Service
- ✓ Software Maintenance Service
- ✓ Network Assessment Service
- ✓ Anomaly Detection Assessment Service



Our major site reference



Reference & Reliability

NetkaView® Network Manager is selected as main network management system for top service providers in Thailand to manage their nation wide IP network.



**National Broadcasting and
Telecommunications Commission**
(USO Net Mobile/Broadband)



CAT Telecom Public Co.,Ltd.
(IP/MPLS, Broadband)



United Information Highway
(IP/MPLS Network)



SYMPHONY

Symphony Communication PCL.
(Metro E Network)



**Hamad International Airport,
Qatar (The world's top 3 airports)**



TELKOMSEL

Telkomsel, Indonesia
(Top 7 no. of subscriber Mobile Operator,
MPLS Network)

NetkaView

Network Manager



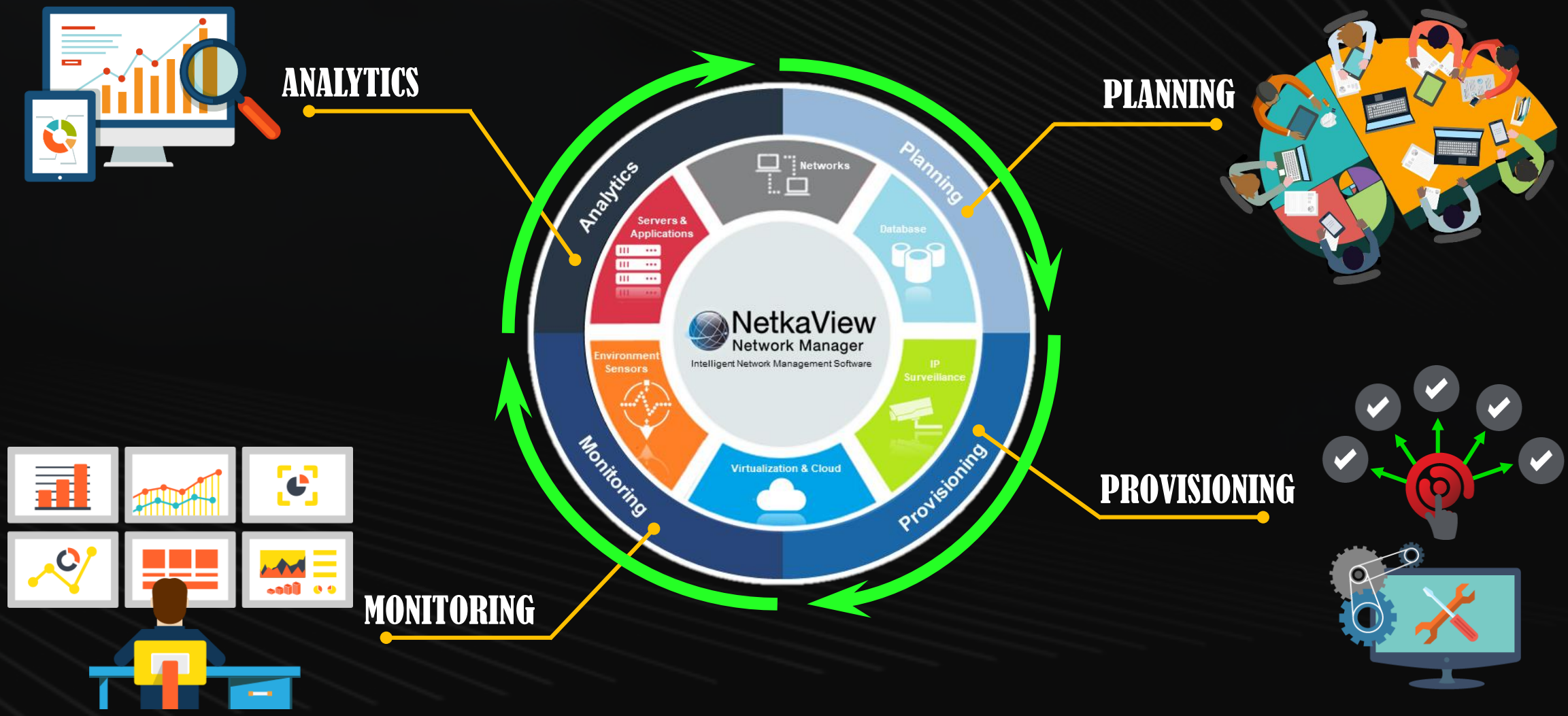
NetkaView Network Manager X



UNIFIED IT INFRASTRUCTURE MANAGEMENT SOLUTION

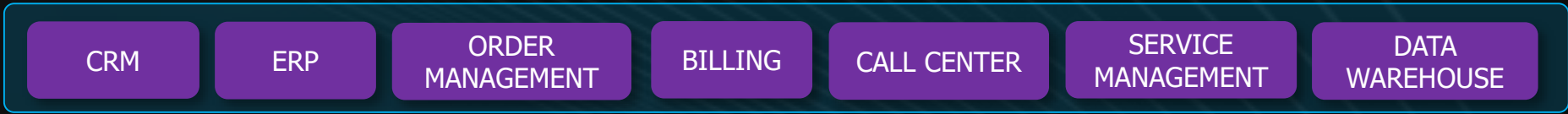
NNMX is carrier-grade IT Infrastructure Management solution provides Fault, Configuration, Accounting, Performance and Security management (FCAPS) for managing multi-vendor IP networking devices, server, VM and multi-networking technologies including IP, MPLS, QoS, IP SLA, RPM, NetFlow, sFlow, jFlow, IPFIX, NetStream, NBAR, AVC, DPI, xDSL, FTTx, microwave, wireless technology, IP Surveillance, IoT, site environment, Big Data Analytics (Predictive Analytics), AI Chatbot, ML/DL Automation.

The 4 Pillars of Network Operation



ITU-T M.3010, M.3400 (TMN)

Business Management Layer (BSS)



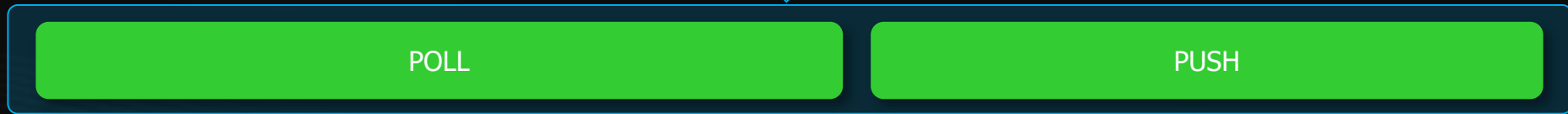
Service Management Layer (OSS)



Network Management Layer (NMS)



Element Management Layer (EMS)



Network Element Layer (NE)



Technologies & Innovation



Multi-X Management

- ✓ Multi-Vendor
- ✓ Multi-OS platform
- ✓ Multi-Networking technologies
- ✓ Multi-Scale infrastructure



High Speed

- ✓ High speed distributed polling engine which supports polling large network.
- ✓ Automatic discovery and polling.

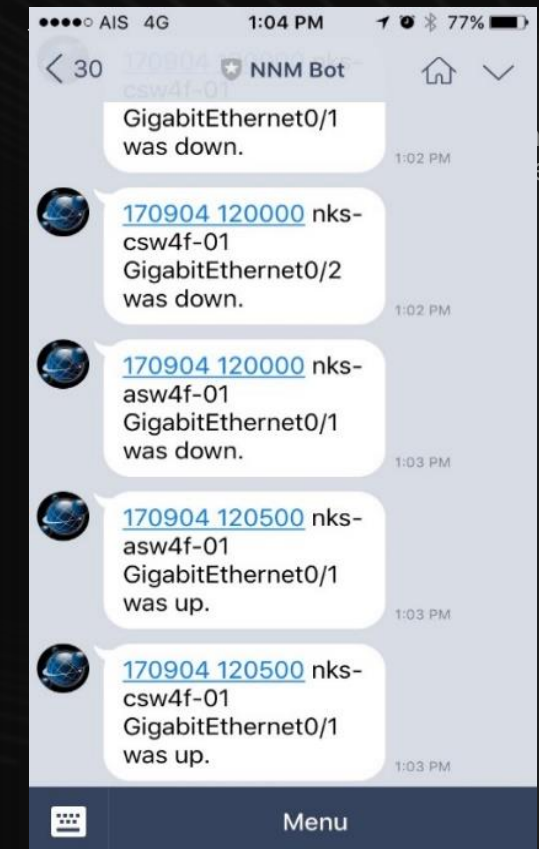


Monitor & Alert

- ✓ Proactively monitor and alerts you before incident will happen.
- ✓ Alert you when network have any problems via email, SMS, Line.



Event Management



Ease of Use

- ✓ Reduce administrator work (automatic discovery and polling with less setup).
- ✓ Stability and less maintenance (self backup, self cleaning).
- ✓ Fast deployment with virtual appliance which up and run on hypervisors in a few minute.



Dashboard

- ✓ Single pane of view for total IT infrastructure, server and application health.
- ✓ Custom views as need.
- ✓ Drill-down, drill-up for more detail and overall.



Multi Tenancy

- ✓ Powerful role-based access control based on combination of user level & privilege, geography, network and customer.



NetkaView Network Manager X



UNIFIED IT INFRASTRUCTURE MANAGEMENT SOLUTION

Fault Management **Configuration Management** **Accounting Management** **Performance Management** **Security Management**

MPLS QoS IP SLA Flow Analysis Application Analysis Wireless DWDM FTTH xDSL GIS Big Data Analytics AI Chatbot

CISCO JUNIPER NETWORKS HUAWEI extreme networks FOUNDRY NETWORKS ODBC REST API CORBA @ SMS LINE

Allied Telesis™ Hewlett Packard Enterprise ZyXEL ARUBA networks FORTINET

NETWORK 	SERVER & OS 	APPLICATION 	STORAGE & DATABASE 	IP SURVEILLANCE 	ENVIRONMENT SENSORS & IoT 	VIRTUALIZATION & CLOUD
--------------------	----------------------------	------------------------	-----------------------------------	----------------------------	--	---------------------------------------

NNMX Screenshots

Dashboard

Node status by zone

Zone	Down	Up
NEW	~1	~20
unknown	~1	~4
Zone_Master Robot	~1	~2
Tae Zone	~1	~1

Top 10 CPU

Node	CPU (%)
Netka-Sale-SW	~92
R3	~10
R2	~8
R5	~5
nks-dpi-collector	~3

Product

Top 10 Memory

Node	Memory (%)
salelab	~92
nks_asw_3f_01	~46
DPI-Router	~10
R4	~8
R2	~5

Type

NetkaView Network Manager X | Copyright © 2006 - 2019 Netka System Co.,Ltd. All rights reserved. 1.0.0

Network View

Network: 19 (green), 1 (red), 7 (yellow), 27 (grey)

Network Tree:

- mate
 - NEW
 - Tae Zone
 - Zone1
 - Zone2
 - Zone_Master Robot
 - ua zone

Network Nodes:

- netka-test
- a3
- aa2
- aaaa
- AoyPassive
- TaeNode
- Test
- Test-Pass
- Aoy Test A
- DPI-Router
- Netka-Sale-FW
- Netka-Sale-SW
- Netka-Sale-WLC
- nks-dpi-collector
- nks_asw_3f_01
- nks_wap_3f_01
- nks_wap_3f_02
- Node Test Active
- Node_Master Robot
- R1

NetkaView Network Manager X | Copyright © 2006 - 2019 Netka System Co.,Ltd. All rights reserved. 1.0.0

Network Diagram

Pop: NEW

Network Diagram showing nodes and connections:

- nks_asw_01 (Central Hub)
- nks_wap_2f_01 - nks_wap_2f_06
- nks_wap_3f_01 - nks_wap_3f_02
- nks_asw_4f_01
- nks_csw_4f_01
- nks_monitor-01
- nks_est-04
- nks_nas-01

NetkaView Network Manager X | Copyright © 2006 - 2020 Netka System Co.,Ltd. All rights reserved. 1.0.0

Admin

Zone: All | Region: All | Pop: All | Network: All

Type: All | Owner: All | Status: All

Preview

Action	Node	IP Address	CPU (%)	Memory (%)	Virtual Memory (%)	Disk (%)	Network	Owner	Status
	salelab	172.20.100.100	0.0%	92.0%	0.0%	72.0%		admin-owner	✓
	Netka-Sale-FW	172.20.100.101	1.0%	46.0%	0.0%	0.0%		admin-owner	✓
	nks_asw_3f_01	10.10.10.10	10.0%	29.0%	0.0%	0.0%		admin-owner	✓
	Netka-Sale-SW	192.168.168.168	13.0%	16.0%	0.0%	0.0%		admin-owner	✓
	DPI-Router	172.20.100.102	4.0%	15.0%	0.0%	0.0%		admin-owner	✓

NetkaView Network Manager X | Copyright © 2006 - 2019 Netka System Co.,Ltd. All rights reserved. 1.0.0

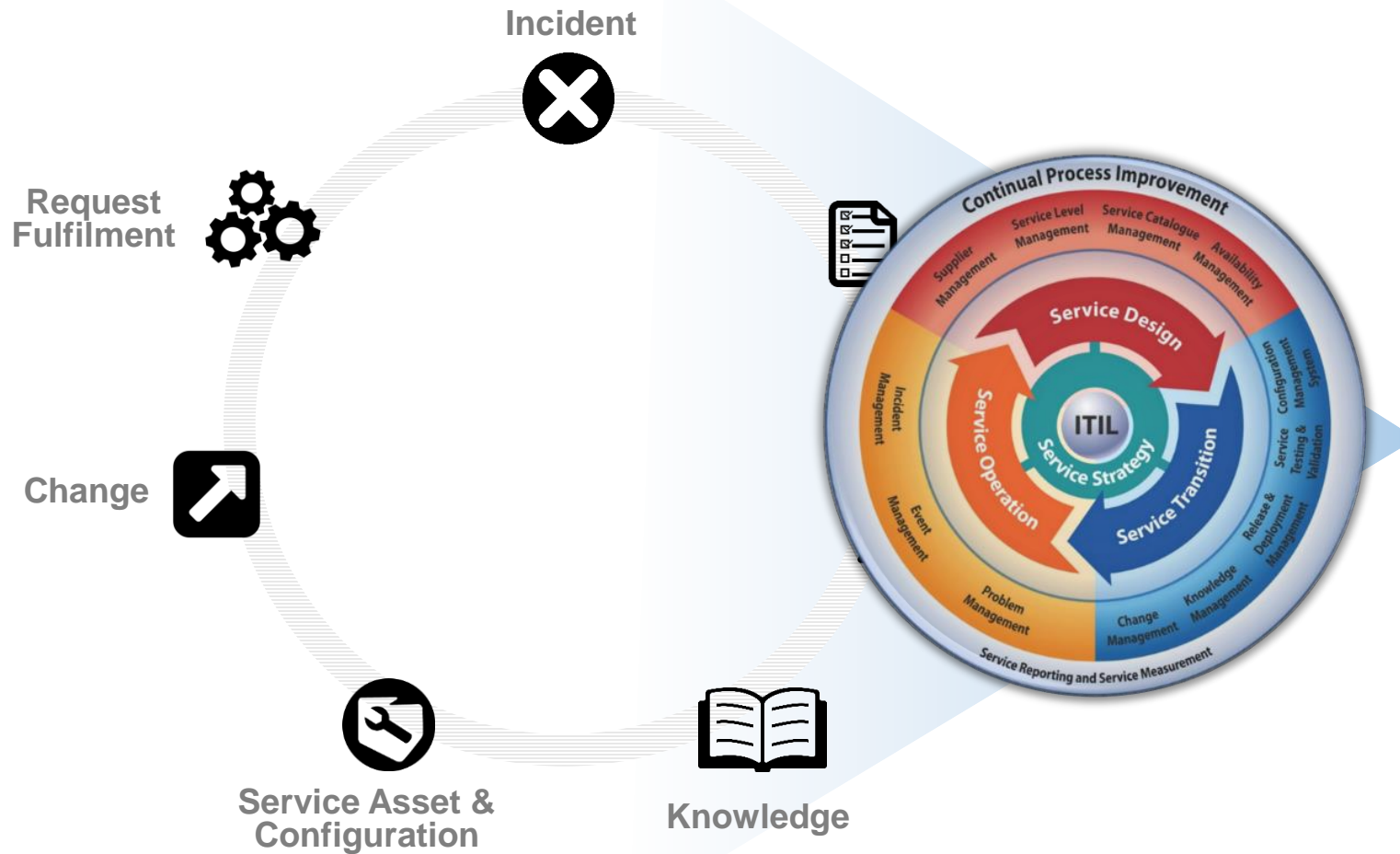
NNMX Anomaly Detection



NetkaQuartz
Service Desk



NetkaQuartz Service Desk X



NetkaQuartz
Service Desk



NetkaQuartz Service Desk X

7 PROCESS NetkaQuartz Service Desk

➤ To manage the life cycle of all service requests from the users. It is the process for dealing with service requests, many of them are actually smaller, or low risk

➤ To ensure that standardized methods and procedures are used for efficient and prompt handling of all changes to control IT infrastructure, in order to minimize the number and impact of any related incidents upon service.

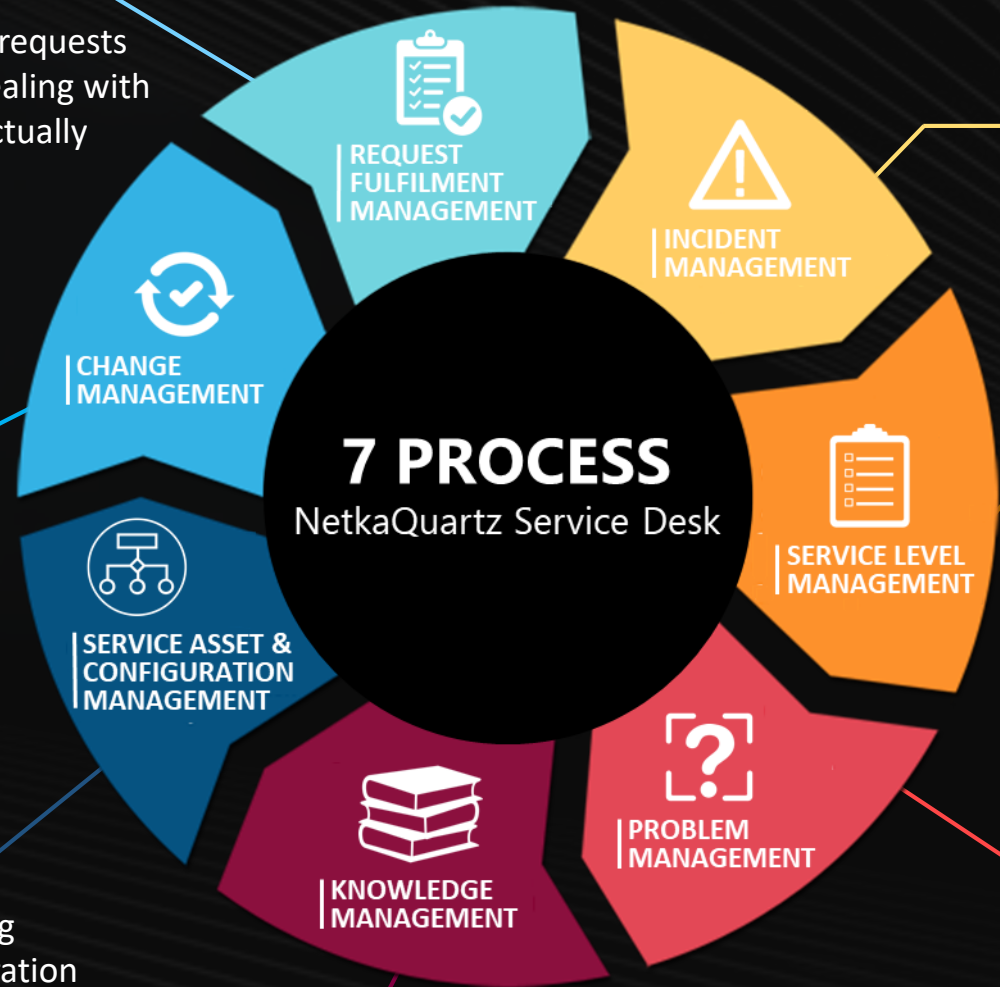
➤ Define and maintain the underlying structure of the CMS (the Configuration Model), so that it is able to hold all information on Configuration Items (CIs) including attributes, types and their sub-components, relationships.

➤ Enabling organizations to improve the quality of management decision making by ensuring that reliable and secure information and data is available throughout the Service Lifecycle.

➤ To restore a normal service operation as quickly as possible and to minimize the impact on business operations, thus ensuring that the best possible levels of service quality and availability are maintained.

➤ To ensure that agreed levels of current IT services are provided, and future services can be delivered within agreed targets

➤ To prevent problems and resulting incidents from happening, to eliminate recurring incidents, and to minimize the impact of incidents that cannot be prevented.



Awards & Certificates

 **NetkaQuartz**
Service Desk
Service Management Software

One in ASEAN
The certified ITIL

And also a third of Asia after China
and India



Key Advantages

- ✓ Managing the lifecycle of incident request, problem request, change request and service request, escalating according to SLA.
- ✓ Provide solution with Known Error Database to response customer/user faster and minimize impact.
- ✓ Shorten resolution time, reducing TCO with fast ROI.
- ✓ Increase success rate for implementing and operating project.
- ✓ Leverage service quality and improve customer or user satisfaction.
- ✓ Evaluate customer SLA and resource KPI.
- ✓ Minimize knowledge lost caused from resource turnover.
- ✓ Create “Be Proactive” habit in your IT help desk staff.
- ✓ Integrate with NetkaView for automatic incident and inventory (CI) discovery.

NSDX Screenshots

Dashboard

Overdue: 363 Tickets

Unassigned: 2 Unassigned

Assigned to Me: 3 Tickets

First time Fix: 1,270 First time Fix

Number of Priority: Pie chart showing Very low, Low, High, Medium, Critical.

Incident by Service Catalog: Pie chart showing Information Technology, Implementation, In house.

Case Status: Bar chart showing Opened, Assigned, Accepted, On Hold, Progress, Resolved, Pending.

Year Summary: Line chart showing incident trends over time.

Month Summary: Line chart showing incident trends over time.

Incident

Unassigned: 2 Unassigned

Overdue: 355 Overdue

Pending: 24 Pending

Opened: 75 Opened

ID#	SUBJECT	STATUS	DATE	REQUESTER	ASSIGNEE	SERVICE CATALOG	CATEGORY	PRIORITY
IR20040055	xxx	Opened	23/04/2020 13:54:30	Admin A.		Service	Software ทั่วไป/แก้อุปกรณ์	Medium
IR20040054	Could not connect to internet from my laptop	Opened	09/04/2020 17:11:03	Thammas P.	Thammas P.	Incident	Server	Critical
IR20030008	sadsadsad	Assigned	20/03/2020 15:39:03	Admin A.	Ranchana K.	Incident	facility	Medium
IR20030003	NSDX ไม่รับ email	On Hold	12/03/2020 11:49:02	Thammas P.		In house	Beta defect	Medium
IR20020001	test by mdn	On Hold	21/02/2020 14:56:55	Admin A.		Service	Software ทั่วไป/แก้อุปกรณ์	Medium
IR2010002	Haaser Test Subject	Progress	01/01/0001 00:45:00	Admin A.		Service	Software ทั่วไป/แก้อุปกรณ์	High
SR200010001	Test	Assigned	01/02/2020 12:12:00	Admin A.		Incident	Project	Medium
IR19120006	Circuit down	Assigned	27/12/2019 14:11:00	Thammas P.		Incident	Beta defect	Medium
IR19120003	dtasf	Assigned	26/12/2019 14:31:00	Admin A.	Jirawat J.	Incident	Office	Low
IR19120002	สมการ ตรีโกณมิติ	Assigned	26/12/2019 14:28:00	Admin A.	Jirawat J.	Incident	Office	Low

Incident

#IR20040054 : Could not connect to internet from my laptop

Info | Work Log | Resolution | Activities Log | Associated

Type: Internal User

Requested Date: 9/4/2020 17:11

Contact channel: ทั่วไป Netka

Description: I could not connect to internet from my laptop

Remark: from my laptop

Requester: Thammas Photisattaya

Engineer: Thammas Photisattaya

SLA: i

Clock: 14:05:10

PROPERTIES

Service Type: Incident Request

Service Catalog: Incident

Category: Server

Sub Category: Firmware & Driver

Case Status: Opened

Priority: Critical

Assignment Group: Software Developer

Engineer: Thammas Photisattaya

Skill Matching: Available

Knowledge

Categories

- Information Technology
- Office
- Incident
- Service
- In house
- Implementation
- Maintenance support
- Customization
- HR

Article New Releases

- หน้าจอรุ่นของวงกตกรรณะ - Replace Special Character Command
- วิธีการ Config Diagram VISIO ให้อ่าน Event trap log
- Cisco ASR แสดงค่า memory ที่วงกตกรรณะของ command line
- [Escalator] การ Set Escalate สำหรับ Project Netone
- [NNM] การแสดงผลในหน้า Customer interface Statistic
- [NNM] การ Backup config ของอุปกรณ์

Popular Articles

- ITIL Version3 Sample Exam
- การตรวจ Rate Limit Inventory compare report FTKBS
- Login ใช้งาน Server is not operational.2. Login failure: unknown user name or bad password
- วิธีการแก้ปัญหาวงกตกรรณะ - Replace Special Character Command
- Resolution for System OutOfMemoryExceptions in ASP.NET
- Cannot join AD because of Window SID is same other server
- HS Web Garden and NLS Setup
- Sample IP SLA Verify
- To verify query time

NetkaView

Logger



NetkaView Product Overview

NLG is an appliance designed to receive and analyze all kind of IT logs including network log, system log, application log, security log and log files.

NLG is logger, packet analyzer, flow analyzer and event management tools including event suppression, event correlation, event action and alerting.

NLG comes with real-time interactive web-based data visualization and BI tools. It is suitable for medium enterprise up to service provider who is seeking a analytics tool to gain IT visibility and insight, centralized log repository, IT & computer act's compliances, threats detection and anomaly detection.

**Fault &
Performance
Management**

**Security
Event & Info
Management**

**Network
Performance
Monitoring**

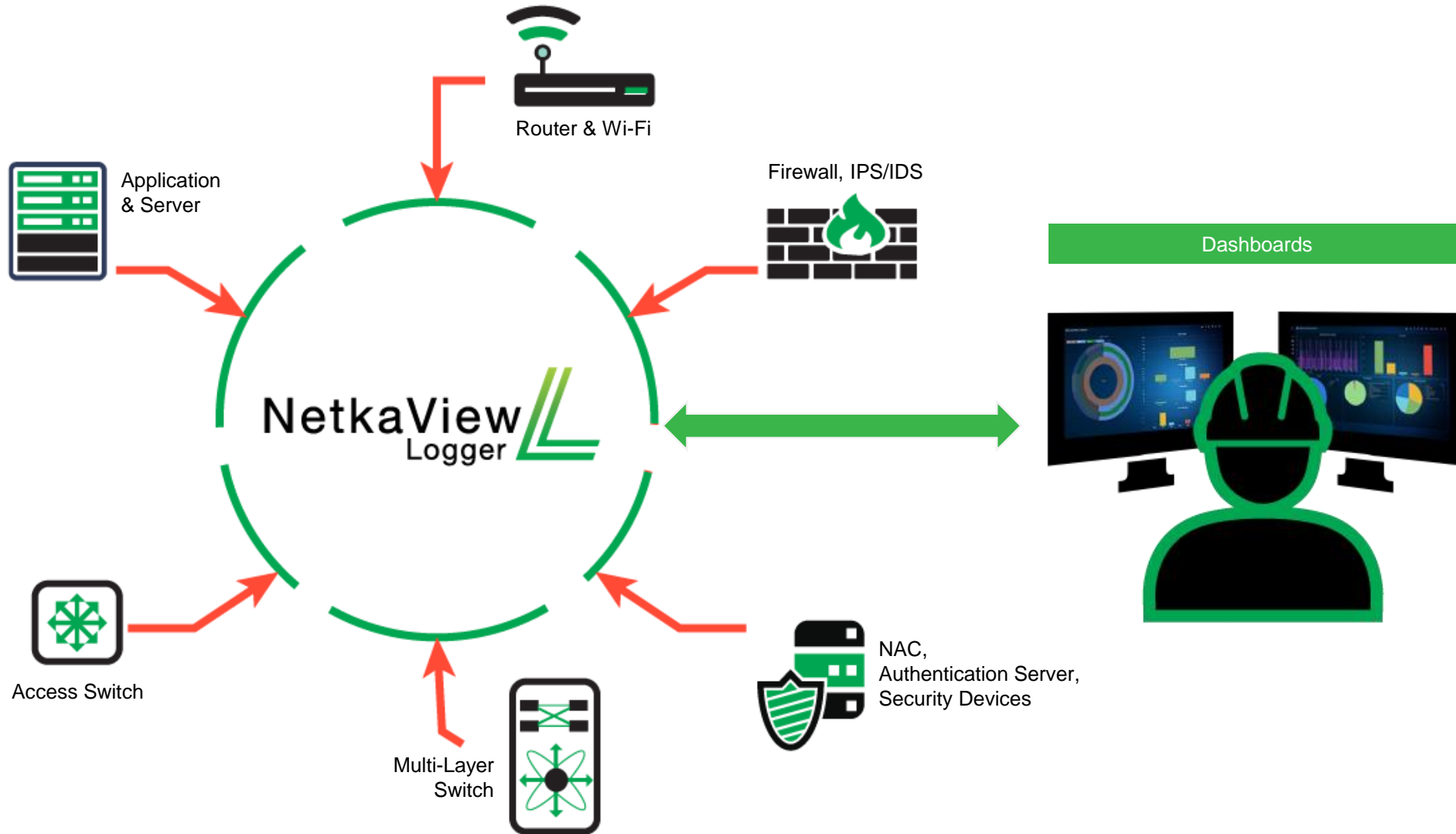
**IT &
Computer Act
Compliances**

**Centralized
Log
Repository**

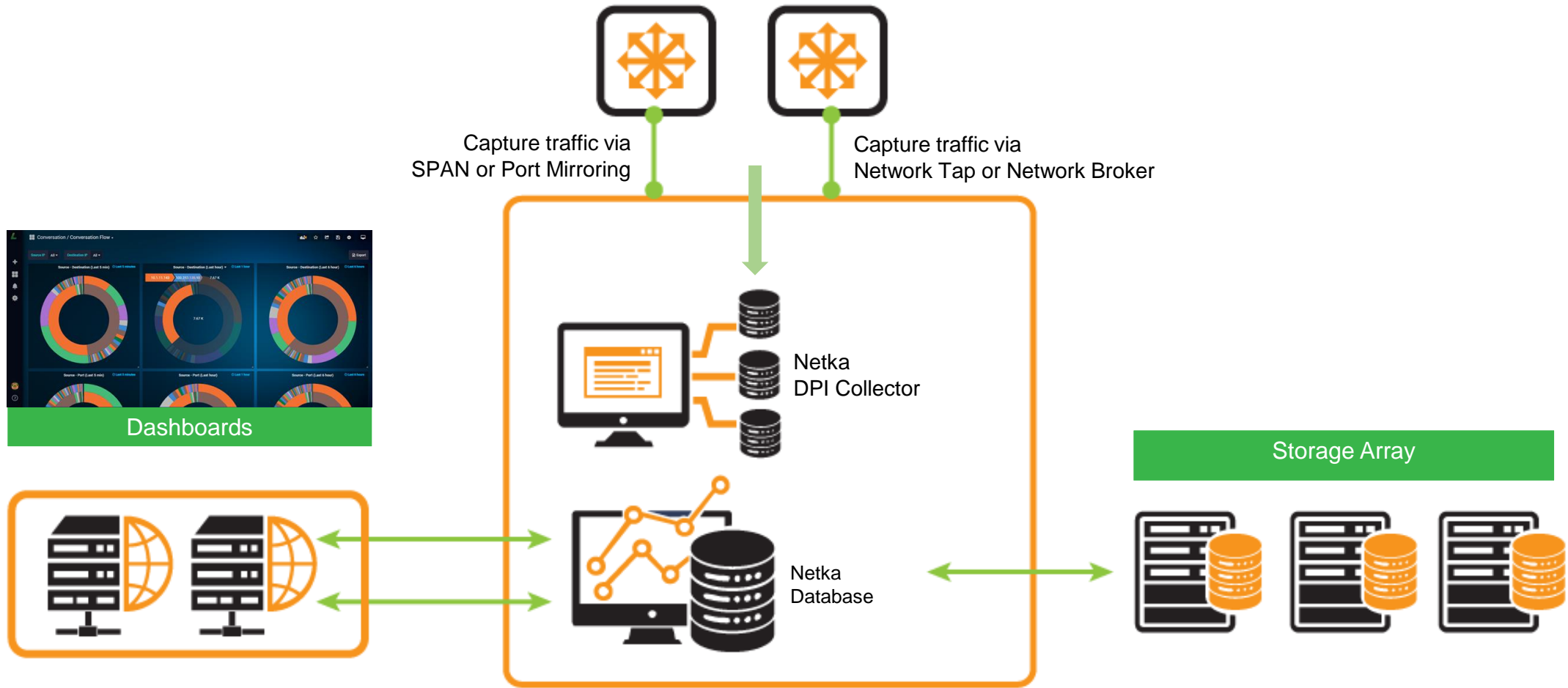
**Threat
Detection &
Security Alert**

**Anomaly
Detection**

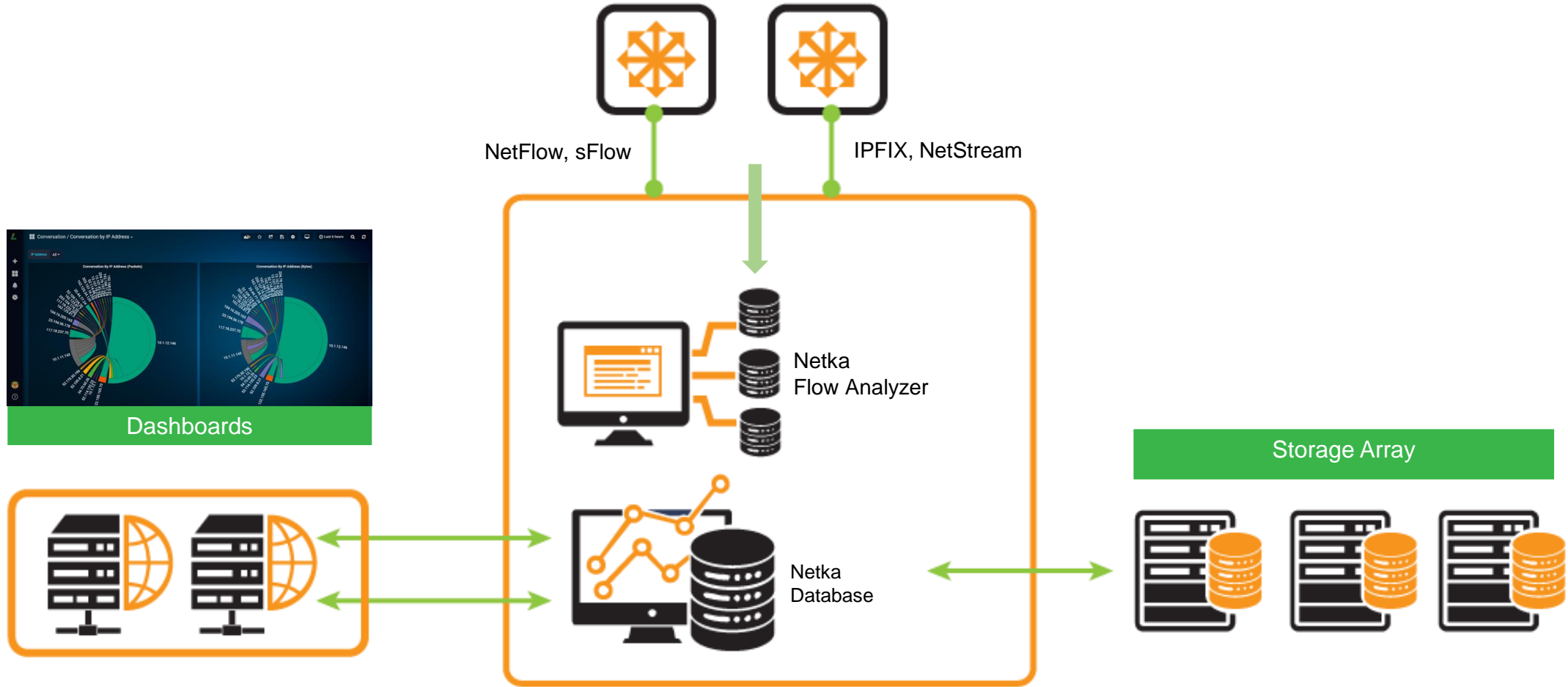
Logger Mode Deployment



Packet Analyzer Mode Deployment



Flow Analyzer Mode Deployment





Real time web-based log analysis and packet analysis with data visualization



Support Security Information & Event Management (SIEM), Network Performance Monitoring & Diagnostics (NPMD)



Support log from network devices, server OS, storage, applications with Trap, Syslog, Windows Event



Scalability from medium enterprise to mobile operator



High availability with clustering & data replication

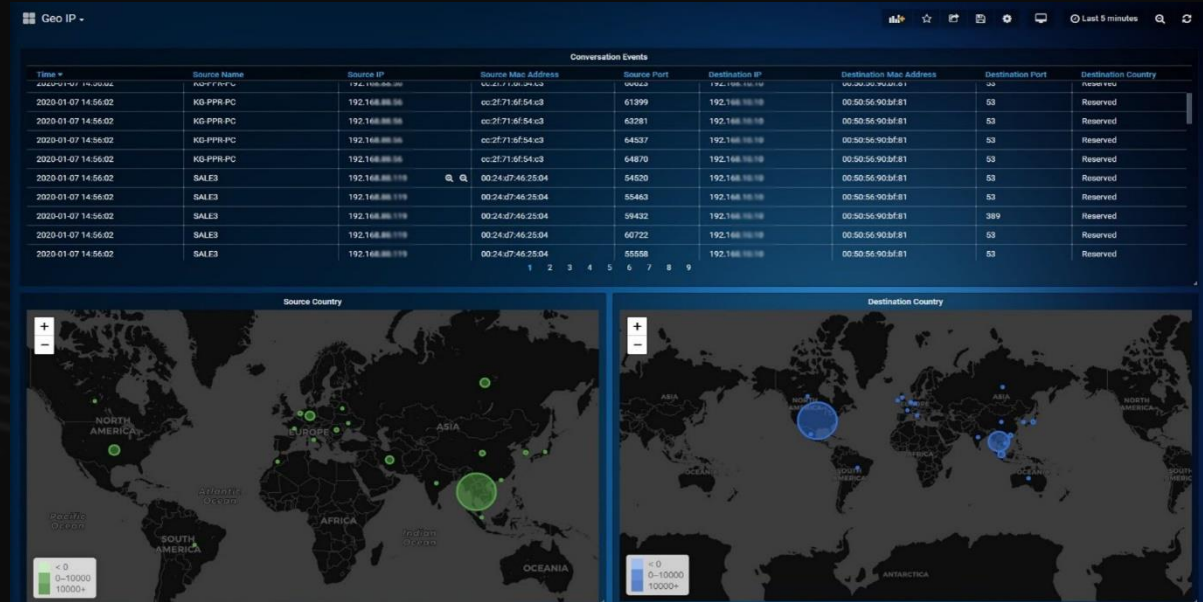
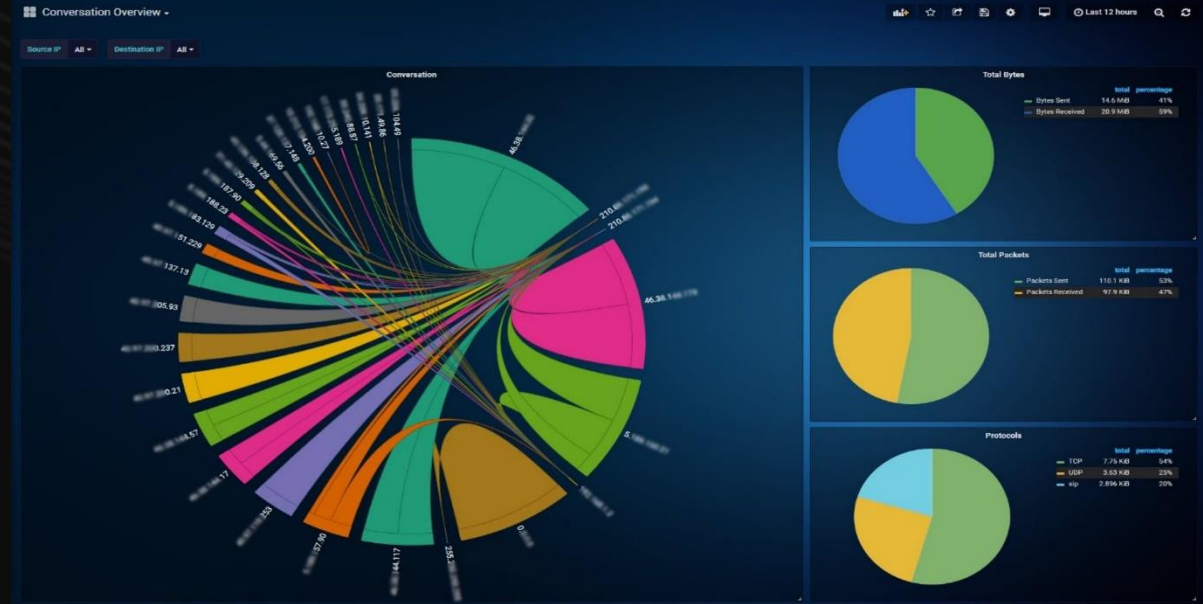


Customizable BI dashboard for big data analytics

NetkaView Product Features

- ✓ Centralized log management with real time web-based monitoring and analysis tool
- ✓ Real-time web based packet/flow analysis and data visualization
- ✓ Aggregates event data produced by security devices, network infrastructure, host, endpoint and applications
- ✓ Support Trap, Syslog, Windows Events with agent based and agentless technology
- ✓ Support flow analysis for NetFlow, sFlow, IPFIX, NetStream
- ✓ Support event management include event filtering, event suppression, event correlation, event action with trigger
- ✓ Customizable log parsing
- ✓ Customizable BI dashboard for big data analytics
- ✓ Integration support for third party solutions such as authentication server e.g. HPE Aruba ClearPass, Fortigate, RADIUS
- ✓ Support scalability and high availability with clustering & data replication
- ✓ Supports alerting via Email and LINE

NLG Screenshots



NetkaGalaxy

Data Analytics



NetkaGalaxy[®] Data Analytics (NGDA)

is a business intelligence tools with real-time interactive web-based data visualization and data analytic tools. NGDA comes with NNM dashboards, NSD dashboards and supports diversity of data sources which will be single pane of view for your total IT operation management.

**NNM
Dashboards**

**NSD
Dashboards**



**External Data
Sources**

**BI Custom
Dashboards**

**Real-time
interactive**

Multi-tenancy

Ease of Use

- ✓ Provide customizable data visualization dashboard
- ✓ Dashboard support multiple panel/view with diversity components including bar chart, line chart, pie chart, gauge, single number, table, list, heat map, chord diagram, sunburst diagram and GIS map
- ✓ Panel/View is moveable and resizable
- ✓ Support data sources including Elasticsearch, OpenTSDB, MSSQL, MySQL, MariaDB, PostgreSQL
- ✓ Include optional Dashboard Module for NetkaView Network Manager
- ✓ Include optional Dashboard Module for NetkaQuartz Service Desk
- ✓ Support filtering by time and custom variables
- ✓ Support unlimited dashboards, users and data sources
- ✓ Support rule-based alerting to LINE  and Email 
- ✓ Support user levels e.g. admin, editor, viewer
- ✓ Support authentication for local, LDAP and OAuth

NetkaGalaxy Data Analytics



NetkaView IoT



NetkaView[®] Internet of Things (NIoT)

is a platform where collect and analyze IoT sensor data from IoT gateways with real-time interactive web-based data visualization, data analytic tools and threshold-based alerts.

**Real-time
statistics**

**Historical
reports**



**Threshold
based alert**

**Support IoT
Gateways**

**BI Custom
Dashboards**

Scalability

**High
Availability**

- ✓ Collect sensor data from IoT gateway (MQTT) and store into centralized database
- ✓ Support diversity of sensor type including temperature, humidity, AC/DC voltage, current, watt, fuel level, water level, water quality, air quality (PM2.5), light, switch, relay, contact, proximity, pressure, smoke, IR, accelerometer, motion detection, etc
- ✓ Support geo location based for IoT gateway and sensors
- ✓ Real-time and historical data visualization with customizable dashboards which support charts, gauge, table, heat map and GIS map
- ✓ Support **Scalability** for large number of sensors and gateways
- ✓ Support **High Availability** with multi-node active/active clustering & synchronized data replication
- ✓ **Alerts** to LINE and Email  

Netka AIOps Director

Artificial Intelligence IT Operations Director





Netka AIOps Director (N-AIOps)

is a platform that combine data analytics, AI or machine learning functionality by integrating with NNM, NSD, NPA, NLG, NIoT in order to provide insight of IT operations management (ITOM) including fault and performance analysis, log analysis, IT service analysis, event correlation, predictive analytics, threat & anomaly detection, and automation.

**Big Data
Analytics**

**AI & Machine
Learning**

**IT Infra &
IT Service
Insight**

**Trending &
Predictive
Analytics**

**Correlation &
Pattern
Recognition**

**Threat &
Anomaly
Detection**

Automation



Product Features

- ✓ Consolidate and process big data from all Netka products including NetkaView Network Manager, NetkaQuartz Service Desk, NetkaView Packet Analyzer, NetkaView Logger, NetkaView IoT and using AI (machine learning, pattern recognition, correlation) for
 - Detection: anomaly, threat and incident in IT
 - Predictive: fault, performance, incident which have high chance to occur
 - Automation: response, control, enforcement, self recovery to gain high availability of IT infrastructure and services
- ✓ Support supervised learning by creating model based on past experience
- ✓ Support unsupervised learning techniques
- ✓ Include the intelligence dashboard which summarize anomaly/threat/incident in your IT with drill down feature for details. This intelligence dashboard will pinpoint what exactly problem in your IT in a single click.

Why Netka?



Product Excellence

- ✓ Total IT infrastructure and IT service management solution.
- ✓ Seamless integration for auto-ticketing and CMDB synchronization.
- ✓ Discover and build CI relationships automatically.
- ✓ ITIL certification.
- ✓ Multi-X (multi-products, multi-OS, multi-networking technologies).
- ✓ High speed distributed polling.
- ✓ Proactive monitoring and alerting.
- ✓ Diversity in the style of dashboard, diagrams, reports.
- ✓ Analyze and identify fault and performance issues.
- ✓ Handle and manage plenty of IT events with top-class event management tools.
- ✓ Less setup, less maintenance.
- ✓ High availability with near zero data loss and a few minute fail-over.



Service Excellence

- ✓ Onsite implementation and training till system go live.
- ✓ 7x24 technical service and support by professional and experts.
- ✓ Proactive with quarterly preventive maintenance.
- ✓ Corrective service on priority.
- ✓ Customization service at lower cost for special features.
- ✓ Services is powered and driven by NetkaQuartz, ITIL certified IT service management tool.
- ✓ Professional service which is trusted by top service providers and airports.



Experiences

- ✓ Have managed more than 10M interfaces and 300,000 nodes
- ✓ Implemented and operates in 70% of service provider in Thailand.
- ✓ Implemented and operates in multinational projects including the world's top 3 airport, No. 1 mobile operator in Indonesia, No. 1 private bank of Vietnam.



Low CAPEX & OPEX

- ✓ Low capital expenditure (CAPEX) comparing with others.
- ✓ Low annual operating expenses (OPEX) which will save cost very much in long run.



The background of the image is a scenic landscape of mountains at sunrise. The sun is low on the horizon, creating a bright glow and lens flare effects. Three silhouetted figures are standing on a rocky peak in the foreground, with their arms raised in a celebratory gesture. The sky is a mix of blue and orange, and the mountains in the distance are shrouded in a light mist.

netk 
system

THANK YOU

*Coming together is a beginning.
Keeping together is progress.
Working together is success.*

Henry Ford

Chiang Dao, Chiangmai