



## Global Dispatch 4.0: Providing Availability and Performance for Geographically Distributed Applications

### Overview

Resonate Global Dispatch™ is a WAN-based, multi-site, service level control solution that provides high availability and optimum performance for geographically distributed mission-critical applications. It enables multiple, dispersed points of presence (POPs) to act as a single, highly available system and directs user requests to the site best able to maximize service levels. Additionally, it can enhance user experience by routing each user to the POP with the content most relevant to their needs.

Global Dispatch can also direct intranet users to the POP closest to their location to minimize WAN costs. Global Dispatch facilitates deployment of redundant sites because its intuitive, easy-to-use GUI makes it quick to configure new sites. User requests are directed to and maintained at one site until data is synchronized across other sites, which greatly simplifies content and database replication across POPs.

### Global Dispatch Advantage

- Superior Availability of Multiple Sites
- Proactive Fault Detection
- Fast Time to Value
- Maximum Resources Utilization

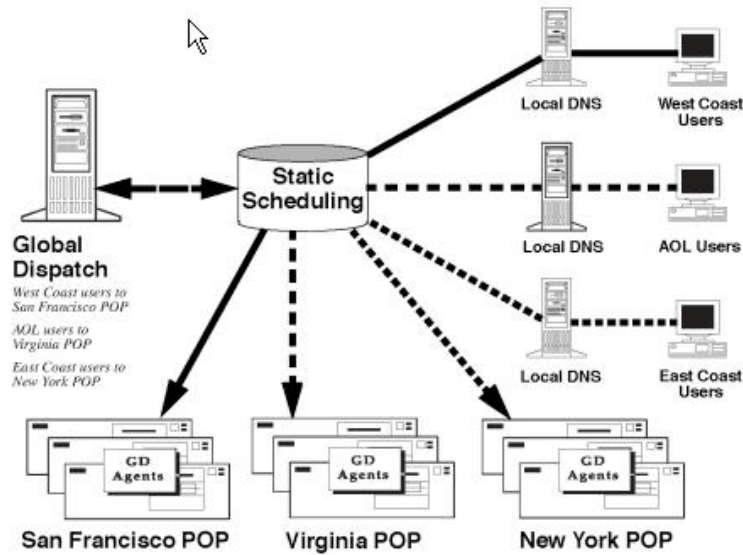
### What's new in Version 4.0

Features	Benefits
Statistics per POP	Users can evaluate the relative performance and contribution of each POP
Dynamic Fail-over mode	Allows to switch between load balancing and fail-over operation at the click of a button
Dynamic reconfiguration of traffic tables	Enables to modify routing directives between POPs on the fly
Support for high availability of schedulers	Improved fail-over mechanism for Global Dispatch across POP
Simulation and real time update of POP selection rules	Users can simulate the impact of several POP selection algorithm on the overall performance of POPs
Full load balancing of persistent connections	Allows users to distribute effectively traffic of persistent sessions within large or corporate-wide intranet sites.

### High Availability and Maximum Performance

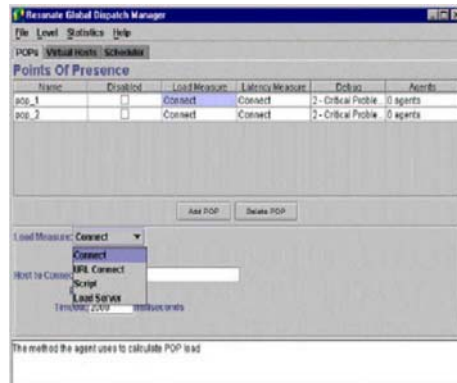
Global Dispatch ensures the highest uptime of geographically dispersed e-business applications through its distributed intelligent software agents that monitor and control e-business traffic across a WAN. It provides automated

disaster recovery by continuously monitoring all POPs for failures and immediately routing user requests to the most available site. Moreover, Global Dispatch utilizes site and network performance metrics, including network delays, server activity and service availability, to determine which site can respond to a request most quickly at any given time. It then routes the request to the best POP, improving the user's experience. All of this is done automatically and in real-time.



### Personalized Experience and Reduced Costs

Global Dispatch's group-level personalization functionality and directed traffic tables give enterprises the flexibility to direct users to specific servers and applications for tailored content or to reduce WAN charges.



Users are identified by their IP address and can be routed to the site with the content most applicable to them. For example, a request originating in Osaka, Japan, will be automatically routed to the Tokyo POP instead of one in Sydney. The user will see content created specifically for the Japanese market. Additionally, for corporate intranets, enterprises can save money by routing traffic to the site with the lowest WAN costs.

### Quick Deployment

Distributing e-business applications easily and cost-effectively across globally dispersed servers is a must for enterprises today. Installation time and the complexity associated with bringing up additional sites often cause enterprises to postpone this critical deployment. Global Dispatch facilitates rapid deployment of redundant sites with its intuitive, easy-to-use GUI and its ability to be installed on existing server hardware without any network changes. This simplifies and speeds deployment in often-heterogeneous environments with no redesign of site architecture and resources. In addition, Global Dispatch's persistence capabilities ensure that incoming user requests between site synchronizations are assigned to the same site that handled

previous requests from that user. User interaction consistency is maintained while content and database replication is simplified. Data can be batched at selected intervals, greatly reducing the complexity, costs and administration burden that come from continuous data synchronization. After site synchronization has occurred, user requests are once again directed to the most suitable POP.

Features	Benefits
Automated disaster recovery	Only routes requests to available POPs to ensure high uptime
Configurable scheduling based on WAN latency, site load, weighted round-robin, or weighted latency and load	Intelligently directs requests to the POP best suited to respond for improved user experience
Multiple schedulers, agents	Ensures high availability and responsiveness
Multiple IP address return	Provides backup IP address support if initial site is not available
Latency cache	Provides quick look up of latency measurement to improve performance
Advanced statistics including site health, average DNS response time, and site hit rate	Allows optimization of traffic flow to improve user response times; allows proactive management of multiple sites
Policy-based, real-time controls	Global Dispatch can be dynamically reconfigured based on availability and performance policies
“True” end-user to site latency measurements	Provides the most accurate measurement of network latency between the end-user and a POP.
Directed traffic tables	Assigns and directs user requests to predefined POPs for more personalized user experience and/or reduced costs
Persistent session support and “sticky” session fail over	Assigns user requests to the same POP that handled the prior request so that server databases across sites need only be synchronized periodically, avoiding the high costs of real-time data synchronization
Works with existing DNS servers and any local traffic management	Ensures fast and easy deployment within heterogeneous environments
Shadow mode for testing and tuning before deployment	Allows testing before going “live” with a redundant site for seamless integration into existing environment
Java-based graphical user interface (GUI)	Enables remote administration and easy configuration
Dynamic Fail-over mode	Allows to switch between load balancing and fail-over operation at the click of a button
Dynamic reconfiguration of traffic tables	Enables to modify routing directives between POPs on the fly
Support for high availability of schedulers	Improved fail-over mechanism for Global Dispatch across POP
Simulation and real time update of POP selection rules	Users can simulate the impact of several POP selection algorithm on the overall performance of POPs
Full load balancing of persistent connections	Allows users to distribute effectively traffic of persistent sessions within large or corporate-wide intranet sites.

Supported Platforms Server	Supported Platforms Agents
Windows NT, 2000, 2003	Windows 2000, 2003 HP-UX 11i
Solaris 8, 9 & 10	Solaris 8, 9 & 10 AIX 5.x
Linux 9, RH 3.0, 4.0	Linux 9, RH 3.0 & 4.0

For more information on how Resonate can help you guarantee the end-user service levels of business-critical applications while cutting operating costs, contact a sales representative at [sales@resonate.com](mailto:sales@resonate.com).

*Resonate and the Resonate Logo are registered trademarks of Resonate, Inc., and Resonate CDConsole, Resonate Central Dispatch and Resonate Global Dispatch, are trademarks of Resonate, Inc. All other trademarks are the property of their respective owners. Copyright 2002-2005, Resonate, Inc.*