

PROACTIVE PROBLEM RESOLUTION FOR
MINIMIZING CUSTOMER IMPACT

FAULT MANAGEMENT

BUSINESS CHALLENGE

Increasing competition in the telecom market is forcing CSPs (Communications Service Providers) to seek new ways of increasing revenues, optimizing expenses, and increasing customer loyalty.

Rapid technological evolution in recent years has led to the appearance of new converged services, partner schemes, and cloud solutions. All of these are laying the ground for a customer-centric approach, personalized offerings, and overall diversification of CSPs' portfolios.

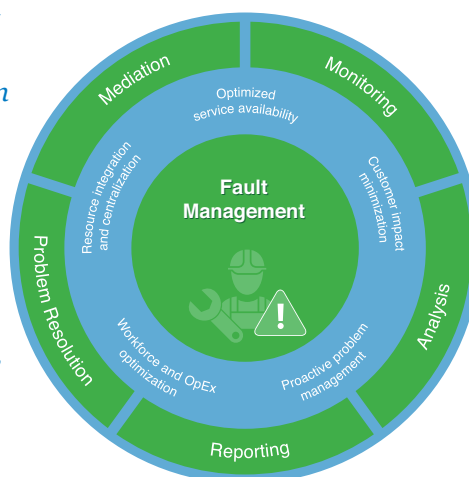
At the same time, these advances have added complexity to CSPs' day-to-day operations: multi-vendor, multi-network environments are challenging CSPs to discover ways of assuring continuous service quality, optimizing operations and — ultimately — providing the level of experience that customers are willing to pay for.

To ensure superior quality of service and minimize SLA violations, CSPs must have the ability to detect network fallouts, prioritize trouble tickets, and remedy issues in a timely manner before customers are affected.

To optimize OpEx, CSPs need a centralized solution for tracking and managing alarms across multiple networks, avoiding duplication of network information, and having a unified picture of initially isolated environments. They also need the ability to customize and view reports on network fallout data in a format that they find useful and over the time period they are interested in.

Finally, to deliver unsurpassed customer experience, CSPs must be able to prioritize trouble tickets and focus on those that are causing major threats to service quality. They need the capability to minimize integration times for new technologies and equipment types, and thus streamline time to market for new services.

NetCracker's Fault Management — part of the Network Management offering included in our TOMS (Telecom Operations and Management Solutions) Suite — allows CSPs to facilitate alarm monitoring, mediation, and accumulation from multiple systems, and thus minimize the time for trouble ticket resolution, reduce OpEx for network operations and maintenance centers, and increase customer satisfaction.

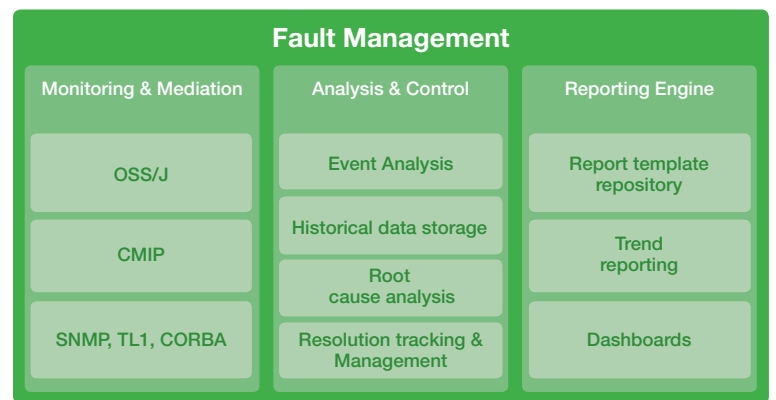


NetCracker's Fault Management — part of the Network Management offering included in our TOMS (Telecom Operations and Management Solutions) Suite — allows CSPs to facilitate alarm monitoring, mediation, and accumulation from multiple systems, and thus minimize the time for trouble ticket resolution, reduce OpEx for network operations and maintenance centers, and increase customer satisfaction.

DETAILS

NetCracker's Fault Management provides CSPs with comprehensive integration and analytical capabilities for risk mitigation, facilitated root cause analysis, and proactive service assurance. Fault Management pre-integrates with other components of the NetCracker Network Management solution, as well as with Service Quality Management and Service Problem Management. It accumulates data from network configuration management, network performance management, and network/element management systems. It enables centralized and automated data processing, as well as streamlined calculation of network metrics and alarm correlation.

NetCracker's Fault Management includes Monitoring & Mediation, Analysis & Control, and Reporting Engine:



MONITORING & MEDIATION

Monitoring & Mediation monitors multiple networks for proactive alarm detection and transforms fault data into a single format. It supports multiple north- and southbound interfaces for facilitated, synchronized, and centralized information gathering:

- Monitoring of network fault alarms
- Assembly of network performance reports
- Transformation of network data into a single format
- Mediation of network alarm and event information
- Data extraction adapters

ANALYSIS & CONTROL

Analysis & Control accumulates uniformly formatted data from Monitoring & Mediation, enables data analysis and root cause identification, creates trouble tickets, and streamlines management of the trouble ticket lifecycle. It enables the tracking and management of different types of network entities, including configuration changes, network alarms, and cases of network degradation:

- Historical data storage
- Root cause analysis
- Problem identification
- Trouble ticket initiation
- Problem resolution tracking

REPORTING ENGINE

Reporting Engine provides user-friendly representations of network fault data (including shortages, fallouts, exceeded thresholds) and creates ad hoc reports on network statistics. It contains out-of-the-box templates and also allows custom configuration of network malfunction reports to enable a better, requirements based view of network issues:

- Repository of report templates
- Representation of rule-based network statistics
- Generation of user-configurable templates
- Data comparison and historical reporting

BUSINESS BENEFITS

NetCracker's Fault Management delivers the following benefits to CSPs:

- Reduction of network downtime through proactive alarm tracking and trouble ticket prioritization
- Workforce and OpEx optimization through centralized fault monitoring and mediation
- Customer satisfaction and churn reduction through improved service quality and availability
- Increased revenues and streamlined introduction of new services through multi-vendor technology integration
- Minimization of potential risks and expenses through reduction of SLA violations