



shaping tomorrow with you

# NetOmnia™ SLA Manager

## Next-Generation Network Performance Management

Configurable SLAs

Name	Service type	Conformance interval	Recurrence	Start Date	End Date
<a href="#">Ethernet Silver</a>	1000BASE-T-ETH	Monthly	Daily	1/10/2013	
<a href="#">Ethernet Gold</a>	1000BASE-T-ETH	Monthly	Daily	1/10/2013	
<a href="#">Ethernet Platinum</a>	1000BASE-T-ETH	Monthly	Daily	1/5/2013	

SLA Conformance Objectives

Name	Violated value high	Violated value low
<a href="#">Packets Loss</a>	0.1	
<a href="#">Latency</a>	60.0	
<a href="#">Availability</a>		99.0

Predefined SLA Reports

Service	Conformance Objective	TimeStamp	AVG Metric Value	Current State	Total Weight	Weight Violated	Current Conformance	Target Conformance	Warning State %
Bangalore Eth Service X1	SPM Ethernet SLI	2013-01-10 22:20:00.0	0.002744727233333	VIOLATED	1372	2848	60.7014%	72%	70%
Bangalore Eth Service X2	SPM Ethernet SLI	2013-01-10 22:20:00.0	0.100000000000000	CONFORMING	3264	0	100.0000%	72%	70%
Mumbai Ethernet 3	SLI-Dynex	2013-01-10 22:40:00.0	100000.000000000	VIOLATED	1273	1272	0.0000%	85%	85%
Mumbai Ethernet 0	SLI-Dynex	2013-01-10 22:40:00.0	2016.666370746956	VIOLATED	1250	576	65.0000%	95%	95%

### Overview

NetOmnia™ SLA Manager allows service providers to manage the full life cycle of SLAs with the ability to easily define, track and report on contractual SLAs. SLA Manager is an overlay to existing end-to-end service monitoring modules, providing seamless monitoring of the operational performance of customer services to show the impact of network degradation and service outages on agreed-to SLAs.

SLA Manager allows users to define SLAs based on service quality and service availability, define the conformance period as well as configurable levels for warning and violation notifications.

In contrast to solutions that merely provide monthly SLA reports, NetOmnia SLA Manager provides real-time reports on SLA compliance and predict SLA violations based on current trends. SLA reports can be scheduled and automatically delivered to both users and end customers.

### Business Benefits

- **Increases revenue** through differentiated service offerings that guarantee service levels to beat the competition
- **Reduces customer churn**, offering customers views of the service availability and performance, so they will be less likely to change providers based solely on price
- **Reduces operation costs** by making configuring, administering and reporting on SLAs easier and less time-consuming

### NetOmnia SLA Advantages

- Configurable timeframes for the active period of the SLA
- Configurable SLA conformance periods
- Flexible warning and violation definitions that automatically trigger notifications
- Ability to exclude periods of time from the conformance calculations and reporting after the fact
- Ability to exclude maintenance periods
- Ability to select an active or historical alarm and exclude time periods from conformance calculations
- Real time performance monitoring and analysis for telecom, cable, wireless, transport, video and IT infrastructure
- Flexible, easy-to-define SLA conformance reports—can be scheduled and automatically delivered
- Scalable, configurable SLA monitoring and processing of service metrics including availability, utilization, response time, jitter, transmitted and dropped traffic, latency, packet loss, SNR, errors in/out and more
- Carrier-class high availability and scalability

### Differentiators

- Seamlessly integrated with other NetOmnia modules to leverage service availability and performance data
- Tracks SLA parameters across systems and networks to monitor and report on SLAs in real time
- Automated notifications of SLA threshold warnings to assist in prioritization of remedial actions
- Flexible SLA contract definitions based on availability and service quality
- SLA conformance reporting can be scheduled and delivered to customers
- Customer portals available for SLA conformance reports

# Comprehensive Multivendor Performance Assurance and SLA Management

NetOmnia is the next generation in service assurance and service quality management. This modular software suite can dramatically improve network performance, Service-Level Agreement (SLA) conformance, and customer experience. NetOmnia offers a single solution for managing any infrastructure: network, systems, applications, facilities and security.

## Low Maintenance, Dynamic, Technology-Independent

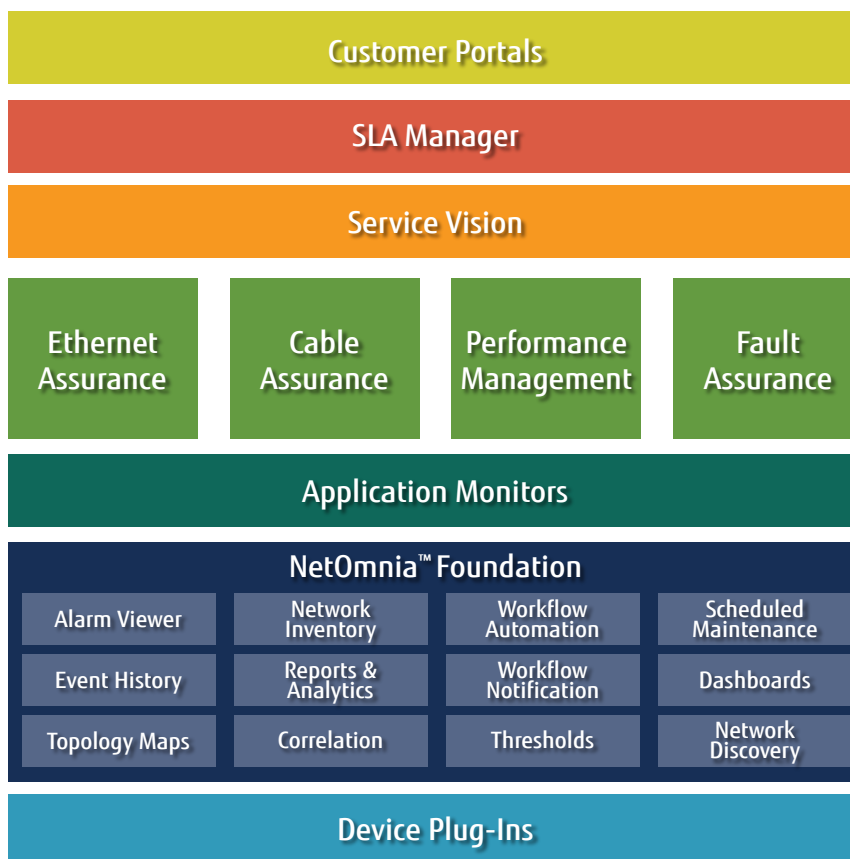
NetOmnia deploys rapidly and can be maintained and extended without programming or advanced training. The system also offers unprecedented scalability to manage any size network. End-to-end services can be automatically discovered and kept current to monitor Key Performance Indicators (KPIs) and automate notifications based on configurable thresholds. Network operations technicians can configure a custom service assurance solution to view, monitor and report on network health and performance in real time.

With NetOmnia, service providers experience:

- Dramatically lower solution deployment times
- Reduced ongoing configuration, customization and maintenance workload
- Simplified advanced configuration via unique point-and-click GUI interface
- Easy modification of system rules on-the-fly
- Increased productivity with minimal training
- Standard, no-maintenance Web browser access

## NetOmnia Modules

- **SLA Manager** – SLA creation based on service quality and availability; conformance period; and warning and violation notifications
- **Service Vision** – Self-maintaining auto-discovery and mapping of network services topology from a variety of sources, regardless of vendor
- **Ethernet Assurance** – Monitoring and visualization of quality metrics such as availability, delay, jitter, frame loss, and custom-defined metrics
- **Cable Assurance** – Comprehensive monitoring of the cable broadband infrastructure from CMTS to cable modem/MTA with core-to-customer passive network mapping and high-speed polling to identify issues in seconds
- **Performance Management** – Real time configuration of polling, thresholds, automations and notifications to meet the changing needs of today's dynamic networks
- **Fault Management** – Alarm monitoring of every device in the network, regardless of vendor, technology or protocol



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