

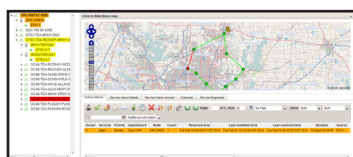


shaping tomorrow with you

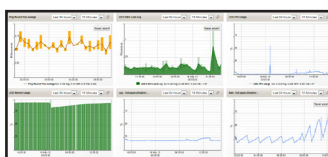
NetOmnia™ Service Vision

End-to-End Service Visualization & Service Quality Management

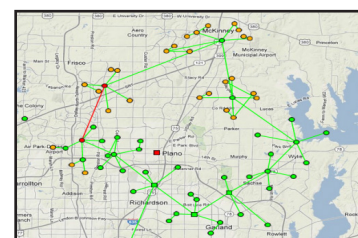
View Events and Performance by Service and Customer Affected



Service Performance Dashboards



Auto-generated Service Maps



Overview

End-to-end service visualization and monitoring has always been unachievable for service providers because of the dynamic nature of networks and services and because information is spread among a variety of databases, element management systems and spreadsheets across a network. Offline inventory management systems quickly become out of sync with active services and network assets, making service management solutions obsolete or requiring extensive ongoing administration and maintenance.

NetOmnia™ Service Vision solves this problem by auto-discovering network services from a variety of sources and mapping the service hierarchy regardless of vendor or technology, allowing it to self-update and maintain service topology. When integrated with customer information, Service Vision becomes a powerful tool to quickly identify the root cause of network and service issues and identify affected customers at the click of a button.

Business Benefits

- **Reduces operations cost** through end-to-end visualization across any type of service or technology, reducing truck rolls and troubleshooting
- **Improves customer experience** through improved service performance
- **Increases revenue** through effective service utilization monitoring to identify upsell opportunities

NetOmnia Service Vision Advantages

- Comprehensive fault and performance monitoring of services, regardless of vendor, technology or protocol
- Service visualization provides views of impacted services and customers in real time
- Dramatically improves troubleshooting time and efficiency
- Correlation and alarm suppression without programming
- Seamless overlay to NetOmnia fault and performance management
- One-click access to customer impact of an event
- Performance and alarm events related in real time to customers and associated SLAs
- Automated service inventory discovery
- Configurable and automated root-cause analysis and alarm suppression speeds mean time to repair
- Built-in, configurable, detailed top-N and summary reports
- Branded customer portals for views of service health, utilization and availability
- Auto-generated, dynamic network maps require no administration
- Scalable to support any size network

Differentiators

- | | | |
|------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| • Real-time, end-to-end service visualization and Service Quality Management (SQM) | • Service performance visualization and reports | • Drill down into hierarchical network layers to identify the root cause of problems |
| • Automated root-cause analysis and symptomatic alarm suppression | • Customer- and service-centric visualization provides immediate notification of affected customers | • Service drill down to see which customers are affected by network issues |
| • Automated service discovery | • Configurable service performance reports | • Vendor- and technology-independent service views |

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

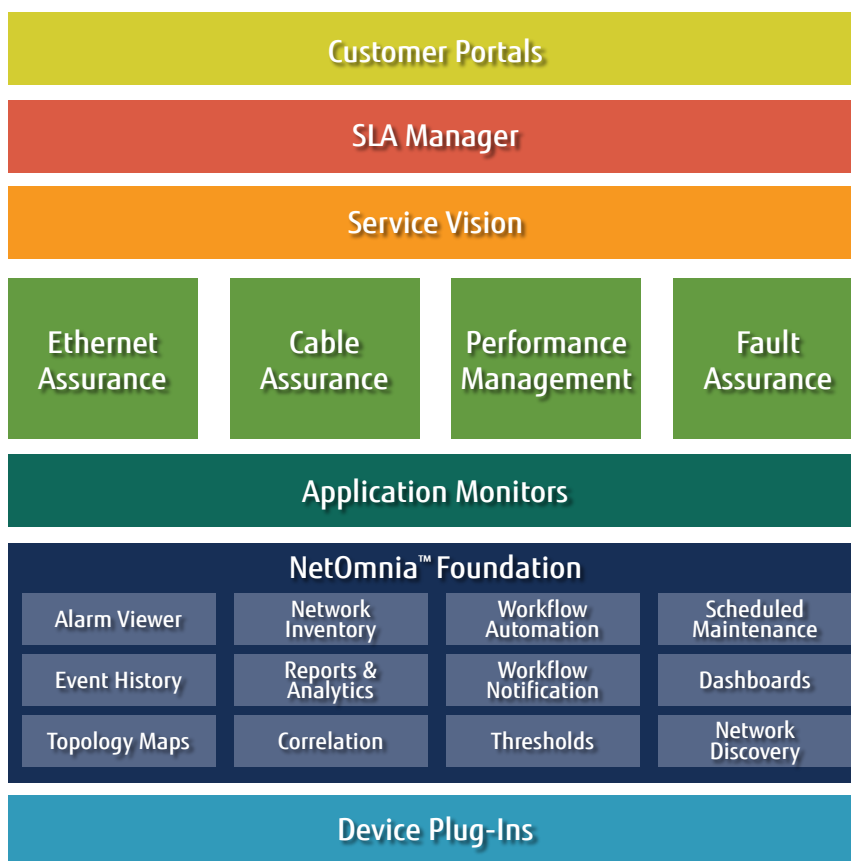
NetOmnia deploys rapidly and can be maintained and extended without programming or advanced training. The system also offers unprecedented scalability to manage any size network. End-to-end services can be automatically discovered and kept current to monitor Key Performance Indicators (KPIs) and automate 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



Fujitsu Network Communications, Inc.

2801 Telecom Parkway, Richardson, TX 75082

Tel: 888.362.7763

us.fujitsu.com/telecom