Comprehensive Ethernet assurance performance and SLA management
End-to-End, MEF-Compliant Service Assurance

A key challenge of delivering Ethernet services is the time-consuming task of network monitoring. Many key metrics must be accurately measured to assess the performance of an entire, often multivendor, network. The lack of a single, unified management system further complicates this challenge, as operators must work with multiple management systems: an inefficient, time consuming, and costly overhead. Gathering data to support accurate and effective performance measurement across an entire Ethernet network is, therefore, often a best-effort project involving a substantial amount of manual work.

In addition, end customers and subscribers often want to know how well the service provider is executing on Service-Level Agreements (SLAs). Providing real-time and accurate reports for SLA management is difficult to produce on a continuous basis; an error here can result in lost revenue, not to mention lost customers.

To address these challenges, Fujitsu is offering NetOmnia™, a comprehensive Ethernet Assurance Performance and SLA management system providing end-to-end service assurance and service quality management solutions in a multivendor environment. NetOmnia enables you to achieve three key business objectives:

- Monitor Ethernet-related performance data efficiently in a constantly changing network
- Provide consistent-looking, meaningful performance and SLA management information to stakeholders
- Reduce or eliminate instances and impact of customer SLA violations

Next-Generation Visualization to Improve Network Performance
NetOmnia Ethernet Assurance is a multivendor, MEF-compliant solution that provides end-to-end visualization and monitoring of Ethernet services to ensure and improve customer experience. With off-the-shelf, multivendor support, NetOmnia can be deployed and configured quickly to discover Ethernet services and begin monitoring and reporting on the health and status of customer services.

NetOmnia provides configurable monitoring and visualization of service quality metrics such as availability, delay, jitter, and frame loss, as well as the ability to create and monitor custom-defined metrics.

Deliver Better Service, Increase Revenue, Reduce Costs
NetOmnia SLA Manager, an optional overlay, enables service providers to easily define, track and report on contractual SLAs. NetOmnia can seamlessly monitor the operational performance of customer services to show the impact of network degradation and service outages on per-contract corporate SLAs.

With NetOmnia, technicians can define SLAs based on service quality and service availability. It is also possible to define the conformance period and configurable levels for warning and violation notifications. SLA reports can be delivered to customers on a scheduled basis to provide differentiated service to improve customer retention.

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

NetOmnia delivers dramatic innovation that takes network performance and SLA management to the next level with true end-to-end services visibility and ease of use. This system is highly scalable and supports a distributed, high-availability cluster environment. NetOmnia takes advantage of the latest software and hardware technologies to offer you:

• 100% Web 2.0-based architecture requiring no administration
• Easy integration with existing software systems
• Simple Web browser-based access—no Java software needed
• Full compliance with ITU-T Y.1731, IEEE 802.1ag and 802.3ah, and MEF 10.2, 15, and 17 standards
• Comprehensive discovery, mapping, and monitoring of:
  • Devices and physical ports
  • Logical interfaces, including UNIs
  • Ethernet Virtual Connections
  • Point-to-point
  • Multipoint-to-multipoint
  • Traffic profiles
  • CIR, CBS, EIR, EBS, and color mode
• Testing and diagnostics

• Customer-centric performance monitoring and SLA management
• Customer portals available for SLA conformance reports
• One system to monitor a multivendor hardware environment
• Support for multiple customer networks without risk of data leakage
• Customized reporting capabilities including key performance and key quality indicators (KPIs and KQIs)
• Detailed metrics on key service quality parameters such as availability, delay, jitter, throughput, frame loss ratio, and packet loss
• Deploys in days and configures in weeks, not months
• New network devices can be added in just minutes
• Auto-discovery of EVCs and VLANs provides out-of-box functionality
• Multivendor support ensures seamless end-to-end service views across vendors

NetOmnia allows users to create and run detailed summary and top-n reports
Building and maintaining a monitoring system typically consumes a large quantity of resources and time; in turn, this impairs a service provider’s ability to deliver and maintain revenue-generating services. NetOmnia reduces this burden by freeing network operations staff to focus on core business goals, not on reporting.

Backed by a Market-Leading Solutions Provider

With NetOmnia, service providers also get the support of Fujitsu, a leading innovator in Connection-Oriented Ethernet and a market leader in packet optical networking solutions. Fujitsu offers a broad portfolio of multivendor network services and wide experience sourcing and selecting the best network technologies available. NetOmnia enables us to offer you a truly vendor agnostic Ethernet service assurance and SLA management solution.

NetOmnia consolidates, filters and correlates alarms across the entire network

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