FUJITSU

Service Fact Sheet
Fiber Assurance Service

A subscription-based turnkey solution for monitoring and troubleshooting fiber events

Service Highlights:

- **Subscription based, pay-as-you-grow model** – Monitoring begins immediately with no capital outlay and low ongoing operational costs.
- **Real-time network monitoring** – Fiber network is continuously monitored by the Fujitsu NOC, ensuring quality service.
- **Protects the integrity of fiber links** – Protects the fiber plant against eavesdropping by detecting changes in attenuation.
- **Non-intrusive monitoring** – Uses a disruption-free test signal that does not interfere with user traffic.
- **Pinpoint fault locations** – Using GIS mapping service, the exact location of a fault can be identified, eliminating unnecessary truck rolls.
- **Fast repair dispatch** – Notifies your repair teams of the location of a fault.
- **Higher availability of fiber plant** – Problems are quickly identified and repaired before service is affected, keeping service disruption to a minimum.

Fiber is the cornerstone of high-performance communications networking for service providers, fiber providers, mobile network operators, and enterprise customers. High network availability is essential for meeting stringent SLAs and conforming to critical business continuity requirements. Disruptions to fiber traffic thus have a huge impact on communications—thousands of users can be affected if even a single fiber link is compromised. Time is always of the essence in restoring service.

At the same time, monitoring and maintaining fiber plant is no simple matter. It can be difficult to determine if a fault is caused by the network equipment or the fiber. Tracking down the location of a problem in the field can take many hours of painstaking effort. The answer to these challenges is proactive fiber monitoring, which quickly detects and isolates failures in the fiber network. Unfortunately, however, implementing an in-house solution is costly in terms of budget, expertise, time and resources.

Managed Fiber Assurance Service Protects Network, Maximizes Value
The Fujitsu Fiber Assurance Service is a managed service delivered by our world-class, on-shore Network Operations Center (NOC). The Fujitsu NOC is staffed 24/7/365 by specialist engineers trained in fiber management, fault detection, and repair.

For a low subscription fee, you get instant access to top-quality fiber monitoring without the effort and cost of implementing your own solution. There's no technology evaluation, no capital investment, and no need to hire in-house expertise.

The service provides remote proactive fiber monitoring, gathering real-time information on fiber integrity, latency and attenuation. Fujitsu Fiber Assurance puts our decades-long track record of fiber expertise to work for you, improving service quality and maximizing the value of your fiber assets. The service is delivered without disrupting network traffic or adversely affecting customer experience.

The Fujitsu Fiber Assurance Service includes:

- All the needed equipment
- Equipment installation on fiber routes
- Fiber monitoring and notification
- Repair dispatch
- Equipment lifecycle management
- Performance report generation
- Technical support

Improve Quality of Service on Your Network

Identify Problems Before your Customers Do

Determining the source of a network outage can be complex, but customers see only the disruption that results from a network outage. Problems can range from network equipment failures, such as a damaged interface card or a misconfigured router, to fiber plant failures caused by a dirty fiber connector or a broken fiber cable. Fiber monitoring quickly determines if the source of the problem is in the fiber plant or located in other network elements.

The Fujitsu Fiber Assurance service gives service providers, fiber providers, mobile network operators and enterprise customers the peace of mind that their fiber plant is functioning properly. The service provides full visibility of the fiber networks, and can concurrently monitor up to 256 fiber routes.

When setting up the remote monitoring service, we run a "fingerprint" on each fiber route to use as a baseline. We can immediately identify changes caused by micro-bending, increased attenuation from splices or connectors, broken fibers, and disconnected cables. Faults are rapidly isolated and located without expensive, time-consuming onsite visits— resulting in much faster repair cycles, ultimately increasing customer satisfaction and loyalty.

Part of the Fujitsu Managed Services Portfolio

Fiber Assurance is part of our Managed Network Services portfolio of support and management packages. Several package types are available, and other services can be quoted upon request:

- Event Management
- Fault Management
- Managed Cybersecurity
- Pre-Engineered Provisioning
- SD-WAN-as-a-Service

Fujitsu has a long history serving as a trusted advisor and partner to customers throughout the communications network industry, collaborating to get the best performance out of their networks. Our NOC is staffed with multicertified technicians who keep a watchful eye on your network and remain aware of risk-elevating circumstances such as weather or major public events. Let Fujitsu do the work of managing your network while you do the work of serving your customers and growing your business.

Managed Fiber Assurance Service

Network Operations Center (NOC)

Fiber Assurance Service

Remote Test Unit

KEY
Fiber Routes
Reflector
Site
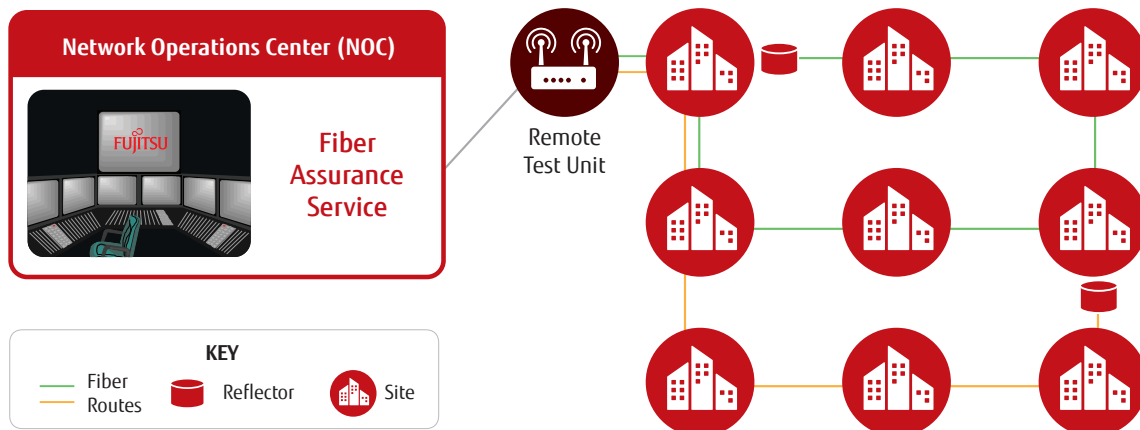
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