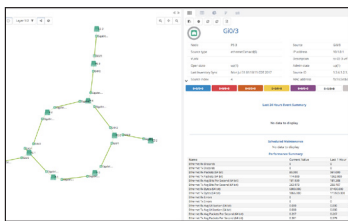


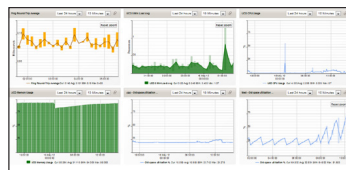
Data Sheet vSure® Service Analytics

End-to-End Service Visualization & Service Quality Management

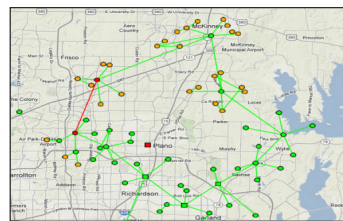
View Events and Performance by Service and Customer Affected



Service Performance Dashboards



Auto-generated Service Maps



Quickly Identify Impacted Customers

Name	Customer	Availability	Priority
926 A59 69 1839	Panera Bakery	Available	Urgent
150 401 63 8273	Chase Manhattan	Available	Urgent
65A 497 25 9760	Bank of America	Available	Urgent
532 F68 26 2728	Microcenter	Available	Urgent
222 A05 26 1962	TXU	Available	Urgent
374 514 41 1575	Comerica	Available	Urgent
907 583 41 8085	Chase Manhattan	Available	Urgent
W40 953 24 8534	GCEC	Available	Urgent
773 669 72 2478	Texas Roadhouse	Available	Urgent
9F0 439 46 6773	TXU	Available	Urgent
76V 50W 42 1095	JP Morgan	Available	Urgent

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.

vSure® Service Analytics 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 Analytics 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

vSure Service Analytics 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 vSure 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

Comprehensive Multivendor Performance Assurance and SLA Management

vSure 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. vSure offers a single solution for managing any infrastructure: network, systems, applications, facilities and security.

Low Maintenance, Dynamic, Technology-Independent

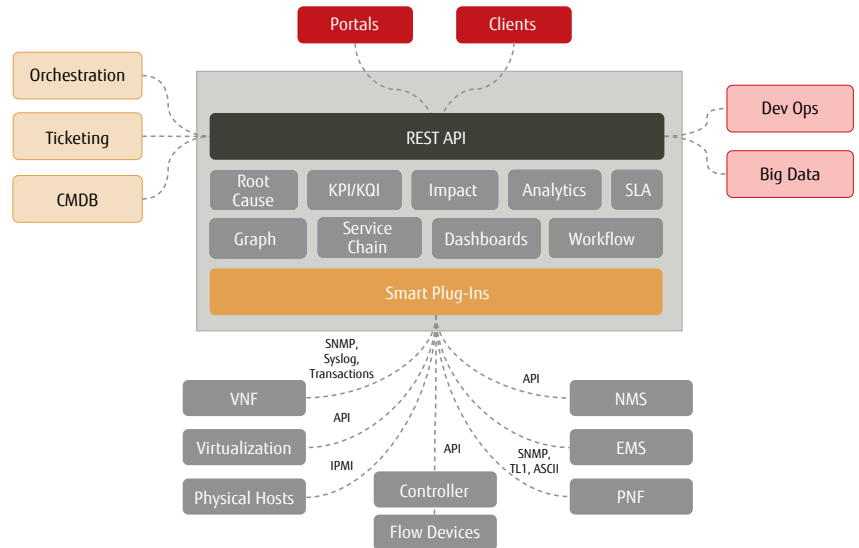
vSure deploys rapidly and can be maintained and extended without programming or advanced training. The system also offers unprecedented scalability to manage any size network. End-to-end services can be automatically discovered and kept current to monitor Key Performance Indicators (KPIs) and automate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

vSure Modules

- **SLA Manager** – SLA creation based on service quality and availability; conformance period; and warning and violation notifications
- **Service Analytics** – 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

Differentiators

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

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