

Acuity FTTH 1.0

# Incremental Value to Existing EMS/NMS Operations

*Cloud based Acuity delivers proactive testing and correlation services to smaller operators at a fraction of the cost larger network operators typically pay for in-house solutions.*



Acuity supports basic and advanced analysis services for voice and data switching, transport, and access networks utilizing NTI's product portfolio and 15 years of NOC management experience. Acuity offers incremental value-added proactive testing and alarm correlation services as an extension of your operating environment, not a replacement. Acuity delivers incremental functionality that provides immediate value, a rapid ROI and requires no hardware, no software, and no maintenance. NTI's staff sets up the necessary connectivity to collect alarm and performance data from each network element, then sends correlated events and reports to executives and operators via remote mobile dashboards or reports.

## Dashboards

Mobile dashboards deliver information to executive, operations, and field staff. Mobile and interactive, they deliver actionable information anywhere a moderate speed Internet connection is available, keeping network status in the palm of your hand.

## Network Element Alarm Filter/Proactive Testing

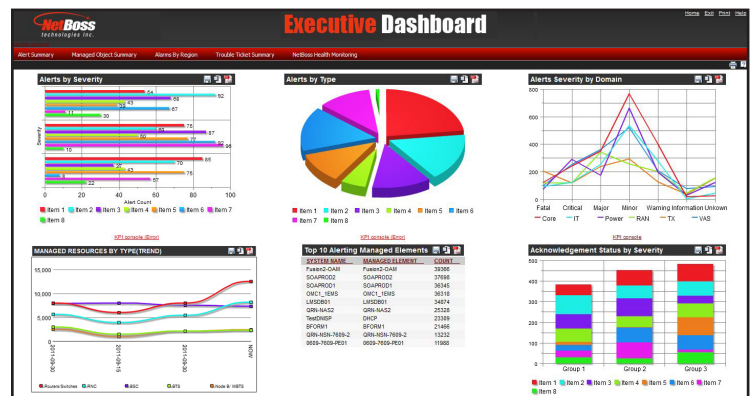
Network Element (NE) alarms are filtered and correlated to minimize the number of alerts reported. Additionally, alerts from multiple devices are combined on one display. This enables you to do the following:

- Pinpoint problems, reducing the time and staff it takes to repair problems
- Accurately identify equipment to repair reducing unnecessary truck rolls

- Deliver succinct information regarding network health executives can use to plan maintenance and growth needs
- Monitor new services (wireless, video, data, TV) with existing staff

Proactive testing keeps you a step ahead of catastrophic conditions. Finding out about your network devices, such as incorrectly configured or isolated devices, can:

- Find problems before they lead to failures to minimize
  - o PUC violations
  - o Customer trouble reports
  - o Out of service time
- More efficiently schedule and dispatch repairs to minimize overtime
- Improve overall customer satisfaction to facilitate new service introduction



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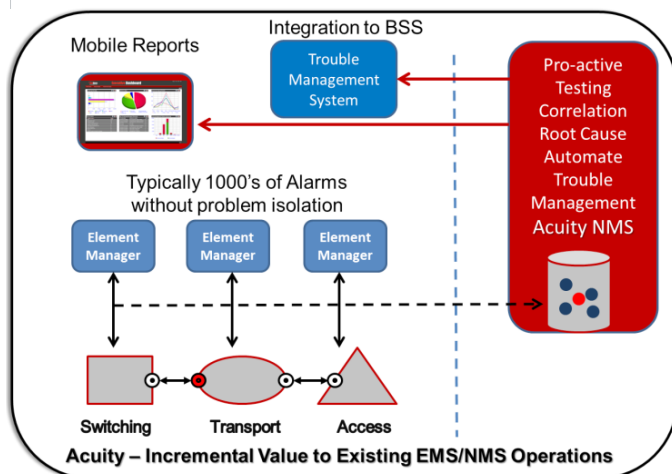
### Root Cause

NetBoss engineers administer and maintain the expert system that provides your operations team with information necessary to take action to repair failure scenarios. Years of experience gained from managing similar networks is combined with patented modeling and RCA technology to deliver actionable information. The cross domain (switching, transport, access) reporting identifies the equipment to repair while suppressing sympathetic alerts in other domains. By pinpointing the problem domain you can:

- Eliminate duplication of effort; multiple departments/staff are not diagnosing the same problem
- Reduce unnecessary truck rolls by accurately identifying equipment to repair
- Track problematic areas to more effectively plan maintenance and growth needs
- Monitor new services (wireless, video, data, 4G/LTE) with existing staff

### Acuity Service Activations Require:

- Secure Internet connection to the network WAN with access to monitored devices
- ~1 week set-up including a site survey form to identify network devices and to configure reporting
- PC, laptop, tablet, smart phone connectivity to NTI webserver (depending on service subscription)
- Services can start in 1 month



### Specific Examples

#### Consistent Corporate ONT Configuration

- Problem:** ONT configured inconsistent with company standards causes significant problems; two immediate examples include preventing:
- Unframed DS1 ports from collecting valuable performance monitoring statistics used in reporting
  - PUC code violations, namely failure to meet 8-hour service during power outages
- Value:** Failure to meet PUC regulations could end in fines as well as liability should life-threatening incidents occur during phone outages. Unframed DS1s disable performance monitoring resulting in staff being blind to a service problem (thus delaying repair).
- Description:** ONTs that are identified as being configured outside company standards will generate a major error message and be logged. The initial two conditions are "unframed" DS1 ports and both POTS and ENET enables during batter power. A dashboard of the current and historical configuration errors is also available.

#### Minimize Metaswitch and Calix Device Alerts

- Problem:** Devices have many alerts and events that are not critical and the stream of alerts hides the fact that a significant condition exists. For example, a Metaswitch logical port shows call connection errors 20 times a minute. The number of alerts masks the real problem.
- Value:** By automatically reducing the number of errors, staff can determine if the problem is significant and the appropriate action to take.
- Description:** NetBoss XT will provide an additional alert feed of only valuable alerts that are determined by the device type and procedures of the carrier.