

Is your Network Operations Center
keeping up with today's technology?



Advanced NMS Solutions For Utilities

Every day, your business relies on your network to perform flawlessly. That's why operators worldwide trust NetBoss Technologies Inc., (NTI), to help them take control of their network quality.

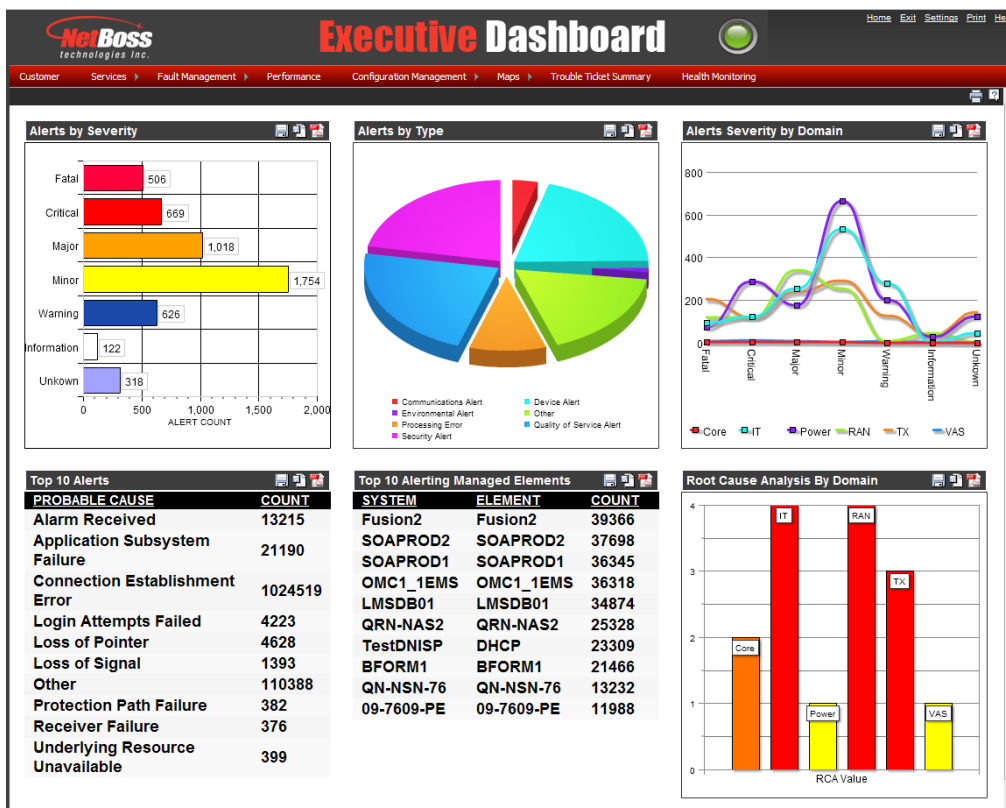
Network complexity grows every day, and existing methods for network operations create spiraling operating costs. That's why NetBoss provides network operators with NetBoss XT NMS Solutions – designed to help automate operations, while dramatically reducing operating expenses and improving network quality and customer satisfaction.

The customizable Executive Dashboard shows network status and performance for multiple sites across a region.

CUT REPAIR TIME UP TO 50%!

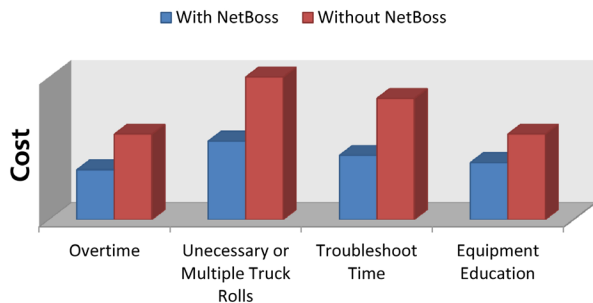
- Remote diagnosis eliminates unnecessary truck rolls
- Automatically send failure information to trouble ticket systems

A world-class innovator of operations solutions for large to small size communication service providers, NetBoss has earned a reputation in the industry for consistently delivering solutions with exceptional quality and reliability. We are dedicated to working closely with our customers to ensure they take fullest advantage of our solution benefits – maximizing return on investment and operational efficiencies.





Example of Network Operations Cost



One Source For Complete Advanced Operations Capabilities

NetBoss XT supports advanced analysis for voice and data switching, transport, and network access utilizing NTI's product portfolio and 15 years of NOC management experience. Likewise it can offer incremental value-added proactive testing and alarm correlation services as an extension of your operating environment immediately, with long term complete NOC replacement. NetBoss XT provides our customers with a quick return on investment, helping you achieve or surpass cost-containment objectives.

Reduce Operating Costs, Improve Availability

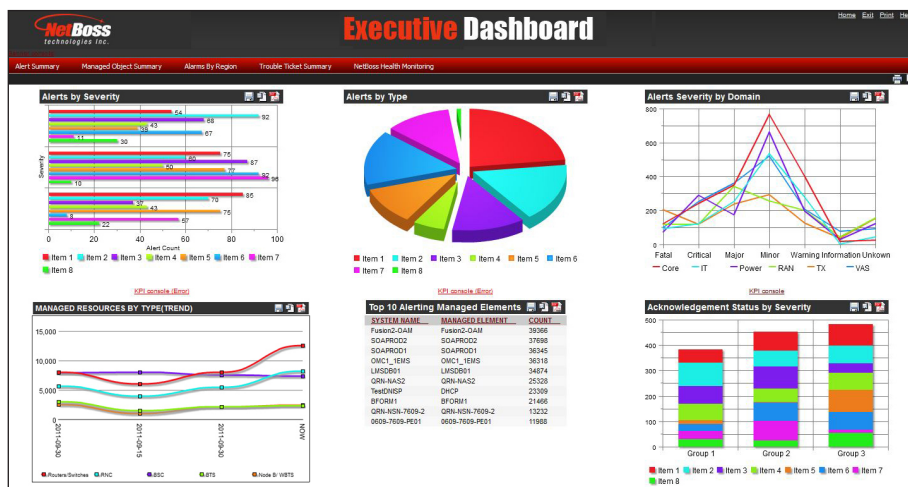
NetBoss XT gives technicians the ability to quickly identify equipment problems remotely – without extensive analysis or an unnecessary expensive truck roll. Technicians are more efficient and productive in dealing with

network outages, thereby significantly reducing maintenance-related operating expenses.

Instant problem detection and remote repair enable immediate correction of common site conditions. Degrading conditions can be repaired proactively through automated notification of the appropriate personnel, before service is affected or an outage can occur, resulting in improved network availability and a superior customer experience.

NetBoss XT Solutions:

- **Reduce Operating Expenses** by reducing or eliminating diagnostic and “no problem found” service calls, while improving technician diagnostic and repair efficiency
- **Increase Network Availability** by reducing mean time to repair (MTTR) and proactively resolving potential outages
- **Enhance the Customer Experience** by improving network quality and reducing customer calls and increasing the labor capacity for network improvements and growth



Field technicians can be directly sent assignments. Executives can track progress and evaluate technician efficiency.



Providing a focused picture of the conditions of critical components remotely, NetBoss XT gives technicians, managers, and executives real-time views of network service availability through actionable, web-based dashboards. Mobile and interactive, they deliver actionable information anywhere a moderate speed Internet connection is available, keeping network status in the palm of your hand.

INCREASE TECHNICIAN EFFICIENCY THROUGH:

- *Remote problem diagnostics*
- *Automated and batched dispatches*

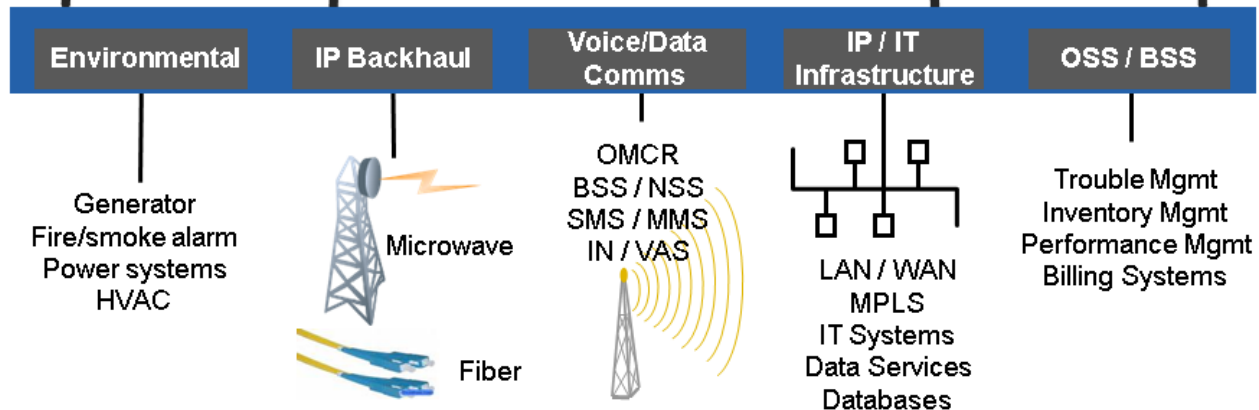
Proactive testing enables scheduled maintenance events, rather than expensive, reactive truck rolls. Identification of common conditions provides immediate correction of service-affecting problems.

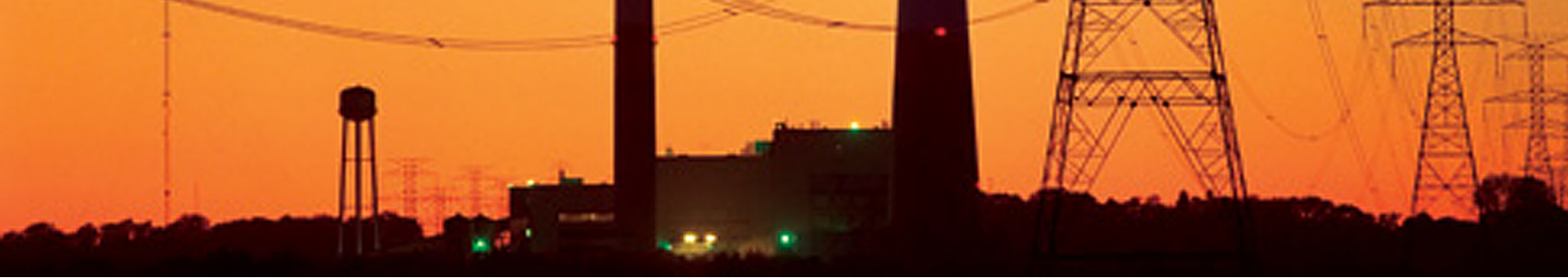
Network Element Alarm Filter

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 that executives can use to plan maintenance and growth needs

Comprehensive Remote Network Management at All Levels





APPLICATIONS

- *Alarm Correlation/Filtering*
- *ProActive Testing*
- *Root Cause Analysis*
- *Service Impact Analysis*
- *SLA Management and Reporting*
- *Integrated Trouble Management*

Root Cause Analysis

NetBoss XT maintains the topology base RCA data that provides your operations team with the 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 service calls by accurately identifying equipment to repair
- Track problematic areas to more effectively plan maintenance and growth needs
- Monitor new services (wireless back-haul, lease line, data) with existing staff

Root Cause Analysis To Manage SLA Compliance

NetBoss engineers work with your existing BSS systems to map the effect of faults to your service offerings, and internal operational level

agreements that maximize service quality and availability. This provides a clear understanding of the overall cost of the problem and aids in the prioritization of repairs. This more complete picture of equipment faults facilitates informed decision making when assigning repair priority. The available prioritization could significantly reduce revenue losses, for example:

1. **Quickly identify probable SLA violations, reducing losses from lease line service outages**
2. **Significantly reduce wireless back-haul service disruption and associated payback clauses**
3. **Minimize internal communications downtime that extend utility service outages**

SLA Performance Reporting

NetBoss XT provides your operations team with the information necessary to determine the performance of your lease line services, including base station backhaul. This service level detail makes customer specific reporting available.

- Performance Statistics to “prove” data rates and availability

NetBoss XT cross domain (switching, transport, access) detail can identify network wide bottlenecks.

- Show where and how bottlenecks effect data communications
- Effective planning for future over build or resource additions

Contact Information

For more information , please contact a NetBoss Technologies representative at 772.618.4225 or visit our website www.netboss.com.