

Real time assurance - delivered from the cloud

Helping CSPs and MNOs rapidly address their critical performance assurance needs using a cloud-based managed service to minimize TCO



Empowering communications service providers (CSPs) and mobile network operators (MNOs) with Tier-1-class service assurance that addresses time-consuming implementation challenges and an ever-shrinking capital budget. VistaGO addresses two critical assurance domains:

- **Business Services:** end-to-end performance visibility and SLAs for CSPs delivering IP-based and Carrier Ethernet VPNs
- **Mobile Backhaul:** maximizing the utility and performance of the heavily burdened mobile backhaul supporting mobile subscribers' service quality

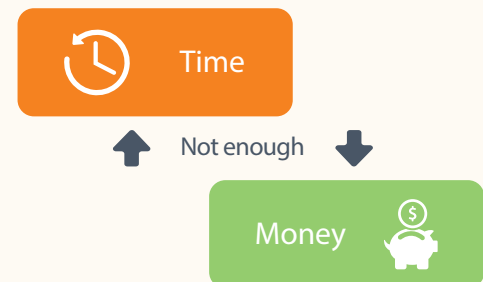
The cloud-based managed service ensures both CSPs and MNOs have access to industry best-practices for performance & capacity monitoring, SLA management and differentiating end-to-end service visibility.

THE CHALLENGE: Rapidly delivering a modern, multi-tenant, tier-1-class service assurance solution that reduces total cost of ownership without necessitating a hefty capital investment.

- Increasing agility while decreasing costs
- Shrinking budget and limited capital to deliver required network performance
- Limited IT/OSS resources in-house

For MNOs: Optimizing IP, Ethernet and microwave backhaul investments that maximize service quality.

For CSPs: Driving purchases of IP-based and Carrier Ethernet VPN services.



THE SOLUTION: An agile, cloud-based managed service that rapidly deployed while lowering TCO compared to in-house systems, delivering tier-1-class features with predictable monthly pricing.

- Lower costs through reduced TCO leveraging the cloud versus in-house IT systems
- Turnkey expertise in performance monitoring and end-to-end service assurance
- Affordable cloud-based managed service with rapid implementation
- Expandable, vendor-agnostic solution with hundreds of equipment vendors supported

For MNOs: Enabling optimal mobile service quality from IP, Ethernet and microwave backhaul.

For CSPs: Delivering differentiated end-to-end SLAs and performance visibility to customers of IP-based and Carrier Ethernet VPNs.



BENEFITS

Reduce TCO

- Reduce server hardware, storage and administration / maintenance costs
- Remove capital burden for implementing modern assurance platform
- Decrease reliance on IT/OSS resources for service performance reporting needs

Rapid deployment of service assurance

- Timely delivery of end-to-end SLAs with customer reporting
- Quickly enable visibility of multi-vendor, multi-technology mobile backhaul to best manage service quality and investments
- Real-time troubleshooting, analytics and historical reporting from the cloud

Maximize customer acquisition and retention

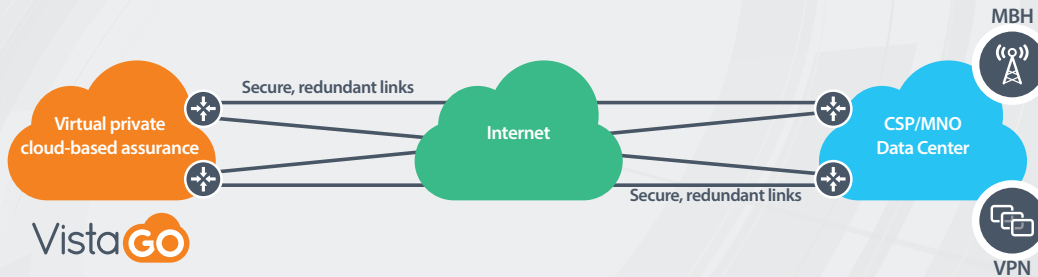
- Provide customer-facing performance visibility
- Deliver real-time, highly-competitive SLAs that customers want
- Enable incremental revenue opportunities via tiered-reporting to increase customer wins

Minimize engineering effort to optimize mobile backhaul

- Replace manual, spread-sheet-based reporting with historical reporting and analysis of both service and resource performance
- Pro-active identification of performance degradation and future capacity exhaustion reducing subscriber impacting events

FEATURES

- Affordable and predictable monthly pricing with a la carte service catalog
- Secure, cloud-based, fully managed service
- Pay-as-you-grow pricing scalability
- Multi-tenant data collection and reporting with per-user and per-role views and customer-facing portal
- Integrated service model to provide automated mapping of customer/service data to KPIs
- Multi-user access supporting the performance assurance needs of engineering, operations, customer care, service management and the end-customer*
- Brand-able, real-time web interface with smartphone app providing real time reporting, analytics plus historical reporting
- Virtual appliances for multi-vendor on-site polling plus direct-to-cloud EMS integration
- 24x7 supervision with globally distributed service centers including full data backup and recovery



USE CASES

Capacity planning and right-sizing for mobile backhaul and VPN services

- Analyzing opportunities for consolidation,
- Forecasting growth areas requiring bandwidth upgrades.

Multi-layer troubleshooting of service degradation

- Real-time monitoring of all backhaul domains and layers,
- Support for IP, Ethernet, optical and microwave networks.

Customer SLA reporting for IP-based and Carrier Ethernet VPNs (retail enterprise & carrier-to-carrier)

- Portal-based customer reporting showing SLA compliance status and end-to-end performance visibility,
- Configurable, self-serve dashboards, thresholds, and analytics,
- Service desk login for customer SLA compliance visibility.

Incremental revenue uplift

- Tiered reporting for freemium-pricing of basic reporting to fee-based advanced features that can be directly monetized or bundled with higher-level service tiers.

WHY US?

Leader for Tier 1 CSPs and MNOs

Access InfoVista's performance assurance expertise used by Tier-1 CSPs/MNOs across the globe, with the same technology delivered from the cloud for rapid, cost-effective implementation of service assurance that specifically addresses Tier-2 and Tier-3 providers.

Global reach

Fully managed offer with service operations centers that collaborate with CSP/MNO's support department across the globe that follow-the-sun to enable 24x7 support, anywhere in the world.

Embedded service model

Automated mapping of physical and logical resources to their services, providing meaningful navigation and impact analysis for internal and external stakeholders.

Virtual Private Cloud

CSP/MNO accesses a dedicated instance of VistaGO with the privacy and security of their own fully managed assurance platform that provides all the multi-tenancy required for external SLA and customer reporting for the CSP's customer*.

Performance Assurance Criticality

InfoVista's solution is designed with failover, redundancy, high availability, recovery and security to ensure performance data is treated as the critical resource it is for CSPs & MNOs.

* For business services