



# Service Assurance

Ensuring the quality of customer service, for the life of the service, is the must upon provisioning such a service for service fulfillment. NTG Clarity's Service Assurance addresses not only quality of services at the network level, but also at increasingly critical customer Service Level Agreement (SLA) level as "Customer Aware".

It proactively tracks and correlates network events to customer services, and alerts customers for the services impacted. It enables the network and service assurance through fault and performance to meet customer SLA.

## Business Benefits

The following business benefits are supported by the Service Assurance product:

- ◆ Support customer SLA and provide service assurance
- ◆ End-to-end network monitoring to support ongoing network maintenance cost-effectively

## Product Features

The Service Assurance product addresses on-going service support on both physical networks and customer-based services, all with the key strength to minimize service interruptions and service degradation. Its customer-centric service assurance provides the following features:

- ◆ Over multi-vendor, multi-technology networks
- ◆ Fault and performance monitoring of network elements and services
- ◆ Correlated alerts for easy management
- ◆ Ongoing network discovery
- ◆ Manage services and designate service levels by customer

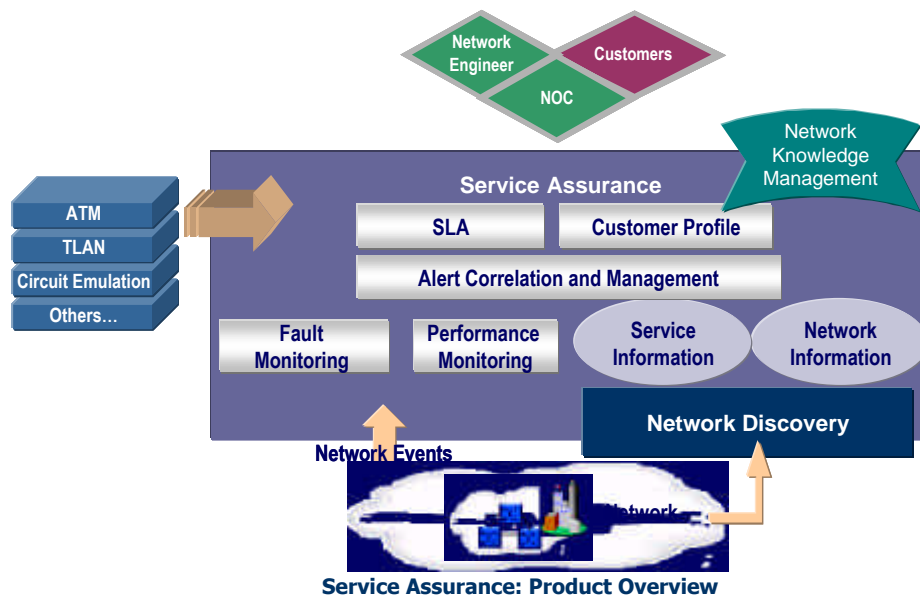
**Fault and Performance Management** can start comprehensive fault and performance monitoring automatically when a service is provisioned. The fault and performance component performs checks on network devices and resources including backbone port utilization, port connection status, virtual circuits, bridging points, and cell-frame conversion points. When a network device or service component fails, it automatically correlates the failure to the affected service and customer. This is the

basic component to provide physical resource level service assurance. It can be used to provide maintenance of services ranging from ATM, VPN, T1 to other data services.

**'Customer Aware' SLA** is based on the fault and performance component. When failures at the network are identified, this component correlates subscriber and service data with specific physical and logical network resources. This enables service providers to quickly identify which customers who are affected by a particular network outage. Each customer is proactively monitored for its variety of SLA-related performance parameters, ranging from data loss rate to service utilization level. It also provides time-stamps for every service-affecting event to offer mean time to repair (MTTR) and availability data for every service instance, service configuration and SLA performance monitoring. This component is critical for providing customer centric service assurance that can be understood and managed directly by the customers themselves based upon committed SLA.

**Service Assurance Integration** provides the interfaces and functions to enable the fault and performance monitoring upon the service provisioning using Data Service Provisioning. It also uses Network Discovery and the Assimilation component to enable customer SLA.

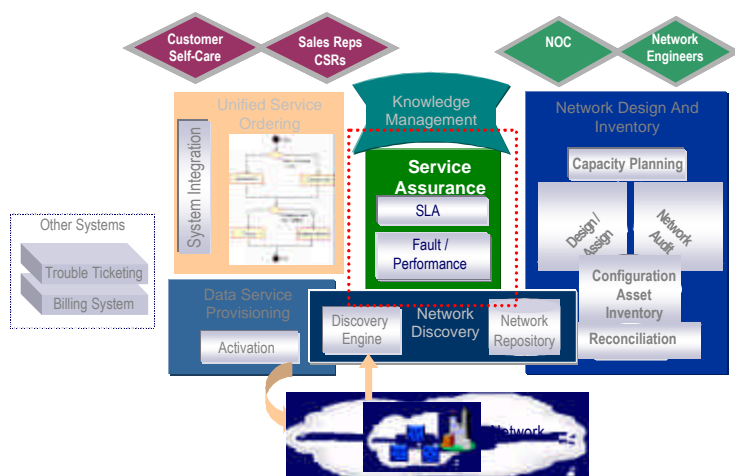
**Network Knowledge Management** facilitates NOC and engineering team knowledge sharing on customer network services, and collaborative communications including Messaging Board, Discussion Form and FAQs.



## NTG Clarity Product Suite Overview

NTG Clarity also offers Service Assurance as part of its end-to-end software suite.

The products in the suite can be implemented individually, or integrated in the suite or with other operations support systems.



**NTG Clarity End-to-End Software Product Suite**

The following are brief overviews of the other products in the suite.

**Unified Service Ordering:** As a service provider, enabling the sales force and customers with direct ordering provides the competitive advantage. This product offers rapid service modeling and flexible order captures by different channels. Its order entry and order management are enabled with the scalable J2EE / XML technologies. It can be integrated with flow-through service activation and billing while providing centralized customer information and service catalogue.

**Network Design and Inventory:** The service provider must leverage existing networks and continue to build new networks for offering competitive services. This product improves every aspect of networks, from planning, design to ongoing maintenance. Its deep discovery capability supports network audit for data integrity for keeping accurate inventory and facilitating engineering design.

**Data Service Provisioning:** Creating and activating services rapidly is a key requirement when fulfilling customer data services on a timely basis. This product, coupled with auto-discovery capability and built-in end-to-end circuit design, automates the complex process of creating and activating data services over multi-vendor multi-technology networks.

**Network Discovery:** Maintaining an accurate network inventory can be time-consuming and costly, but it is essential to have in order to deliver services properly. The Network Discovery product, also used as the common component embedded in other products in the suite, is the answer to keep track of the network resources directly from the network, both at the physical and logic level in an automated interface.

**Knowledge Management:** The service provider needs to be efficient with operations when delivering services. This product provides a centralized portal to facilitate knowledge management, collaborative communications, and document management. It is the information repository, with easy to use web access, integrated with multimedia contents identified by the service provider.

## Software Implementation Services

NTG Clarity provides software implementation and integration services that cover the full life cycle of solution implementation with key activities in:

- ◆ Project Management
- ◆ Requirements Analysis
- ◆ Functional and Architecture Design
- ◆ Customization, Integration and Implementation
- ◆ Documentation and Training
- ◆ Installation, Configuration and Performance Tuning
- ◆ User Acceptance Testing
- ◆ Support and Maintenance

## Who is NTG Clarity?

- ◆ Full Service and Quality Networking Company
- ◆ #4 Fastest Growing Company in Alberta for 2001
- ◆ Publicly trading on the CDNX under symbol NCI
- ◆ Established in 1992
- ◆ Offices in Toronto, Montreal, Calgary, Vancouver, US and Egypt
- ◆ Experienced in developing and delivering enterprise and telecommunications solutions

## Why NTG Clarity?

- ◆ Specializes in networks and network applications
- ◆ Guarantees results and willing to share the risks
- ◆ Client Centric
- ◆ Help evolve and maintain your environment while phasing out old technology applications
- ◆ Flexible engagement model



**People. Products. Technologies.**  
**Network Software Solutions.**

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