blueplanet®
a division of Ciena

Service Level Agreement Management

Monitor and ensure performance of network services

Blue Planet® Service Level Agreement Management (SLAM) allows businesses to manage the full lifecycle of internal and external SLAs with the ability to easily define, track, and report on them. As part of the Blue Planet Unified Assurance and Analytics (UAA) Software Suite, Blue Planet SLAM is an overlay to UAA's existing end-to-end service monitoring applications such as Blue Planet Ethernet Assurance® and Blue Planet Performance Management, giving it the ability to seamlessly monitor the operational performance of network services. Blue Planet SLAM shows in real time the impact of network degradation and service outages on agreed-to SLAs. Network operators can define SLAs based on service quality and service availability. It also provides the ability to configure levels for receiving warning and violation notifications.

Features and Benefits

- Increased revenue opportunities through differentiated service offerings with guaranteed service levels

- Improved customer experience through effective management of SLAs and high quality of services

- Reduced OPEX through simplified and efficient configuration, administration, and reporting on SLAs
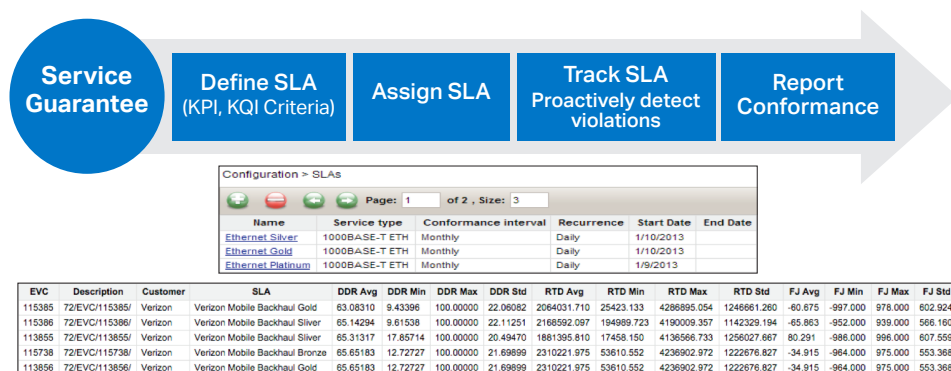

Figure 1. SLA thresholding and monitoring with customer-centric views and control

In contrast to solutions that merely provide monthly SLA reports, Blue Planet SLAM enables a proactive approach to SLA management by providing real-time reports on SLA compliance and predicting violations based on current trends. In this way, breaches can be prevented before they occur. Reports can be scheduled and automatically delivered to both network operators and end customers.

Advantages and capabilities

- Seamlessly integrates with other Blue Planet UAA applications to leverage service availability and performance data

- Flexible SLA definitions based on availability, service quality, and performance metrics

- Tracks SLA parameters across systems and networks to monitor and report on SLAs in real time

- Automated notifications of SLA threshold warnings to assist in prioritization of remedial actions

- SLA conformance reporting can be scheduled and delivered to customers

- Customer portals available for SLA conformance reports

- Configurable SLA conformance periods and timeframes for the active period of the SLA

- Flexible warning and violation definitions that automatically trigger notifications

- Ability to exclude periods of time from the conformance calculations and reporting after the fact

- Ability to exclude maintenance periods from conformance calculations

- Ability to select an active or historical alarm and exclude time period from conformance calculations

- Real-time monitoring and analyses of network performance statistics for SLA conformance

- Flexible, easy-to-define, SLA conformance reports – can be scheduled and automatically delivered or displayed through a customer portal

- Scalable and configurable SLA monitoring and processing of any service metric including availability, utilization, response time, jitter, transmitted and dropped traffic, latency, packet loss, SNR, errors in/out, and much more

- Carrier-class high availability and scalability

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