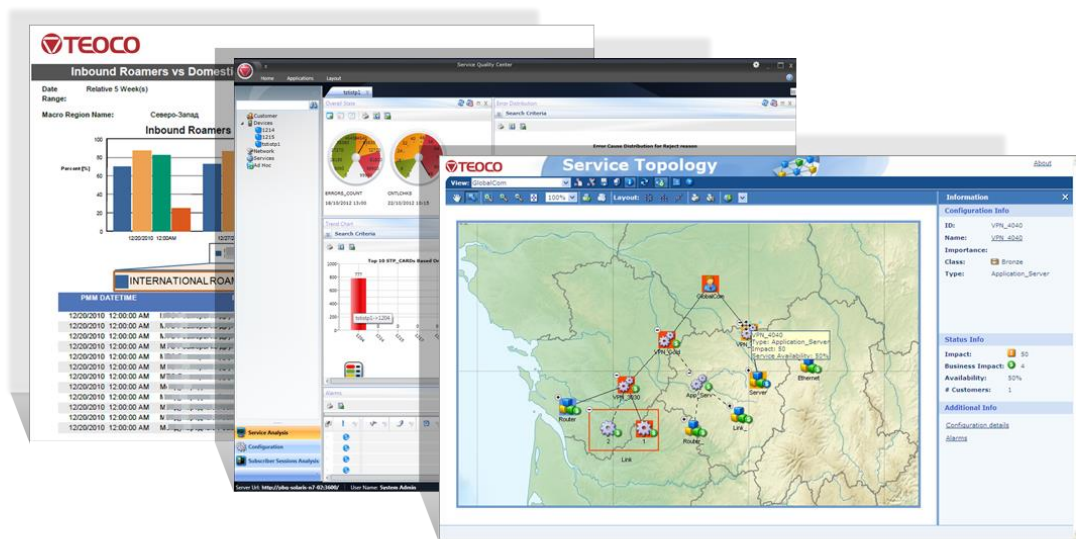# Netrac Service Management

EVER WONDERED HOW YOUR SERVICES LOOKED LIKE FROM A CUSTOMER POINT OF VIEW?
Service management brings you this opportunity while supporting the activities carried out over your business, from engineering to customer care, all the way through senior management.

Service Level Agreements, Service Management, Key Performance Indicators, Alert Management, Customer Center, Service Degradation Prevention, Churn rate, OPEX and CAPEX reduction, ….the list even longer for the amount of elements to be taken into account when battling to remain competitive are innumerable.

It is no longer about the performance of your network solely, it is about how the service is delivered to the customers, how they experience it, and what sectors of your activities need to react to ensure the best possible delivery.

'Service Management' is TEOCO's answer to the needs of Communication Service Providers (CSPs) for a multi-faceted engine that looks at all aspects of service quality, and presents it in one single platform. Indeed, the tool brings about:

- A centralized Service Quality Center (SQC)
- Customer care linkage with operation management
- Intuitive GUI
- Pre-defined and ad hoc reports
- Access from anywhere

**An Overall Service Model for a Holistic View**

A Real Customer Centric Approach

Powerful Analytics for Thorough Measurements

Service Management That Delivers Business Management

SERVICE MANAGEMENT WORKFLOW: FROM RAW DATA TO SERVICE BASED INFORMATION

- Collection & Manipulation: Protocol Connectivity, SNMP MIB Wizards, Multiple frequencies, Security

- Normalization & Aggregation: Parsing, Translation, Validation, Data enrichment, Hierarchical aggregation, Formatting, KPI/KQI generation, Time Aggregation, Multiple functions

- Threshold definitions: Constant/gap/statistical comparisons, Relaxation methods, Alarm creation

- Alarms Management: Real time alarm surveillance and fault management client.

- Impact Analysis: Determine affected services and customers using real time correlation between faults and service topology

- Service Oriented Visualization: A centralized portal for all service quality issuers, showing information of customers, services, network and devices
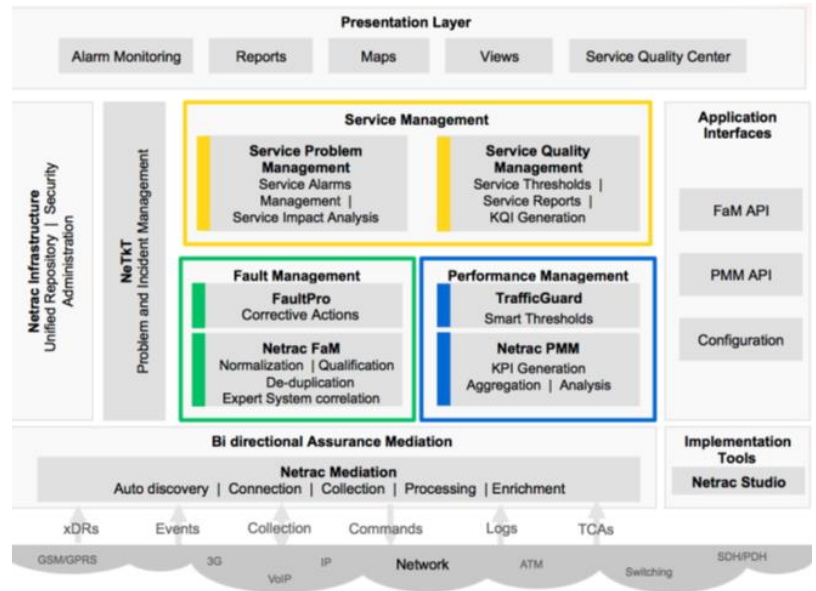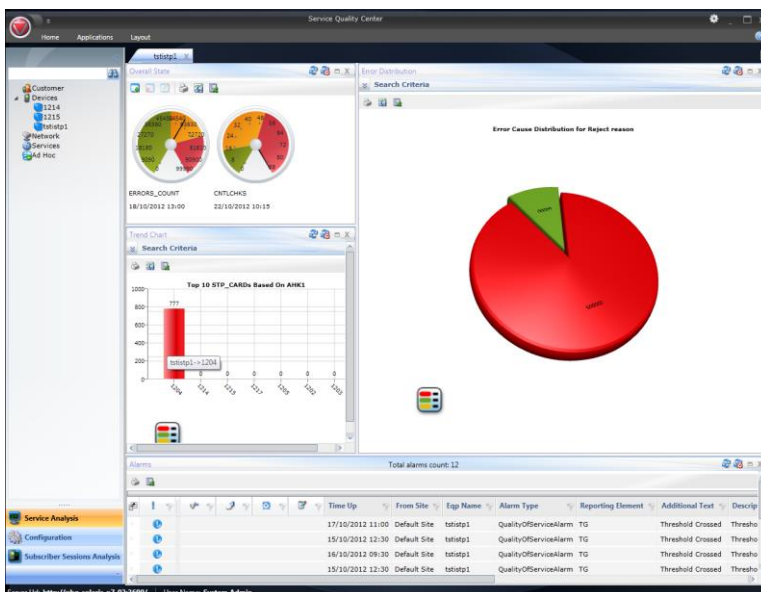

ServiceManagement and the Netrac suite

Service Quality Centre Drill down link

SERVICE MANAGEMENT KEY FEATURES

Part of the Netrac suite, 'Service Management' integrates the capabilities of its product line to deliver a robust and thorough platform to monitor and detect service level degradations, while introducing innovative tools and approaches. Indeed, 'Service Management' shifts the focus of its measurements and analysis from the delivery of products and the performance of the network only, to the quality of the consumption for a total customer-centric approach. 'Service Management' comprises multiple features such as:

- Impact analysis on customer services with Service Impact, the business-oriented product that assesses the impact of various types of network-related data such as network alarms, probe information, KQIs, and TCAs on services and customers.

- KPIs/KQIs Generator – a service management engine to monitor SLAs, collecting and processing service oriented measurements is real-time.

- Monitor thresholds, and generate TCAs in near real time, with TrafficGuard

- Management of Service Alarms via the Fault Management Solution

- Service Oriented reports with the PMM Reporter