

proNX™ SLA Portal

Service-Centric Network Management



The mobile broadband revolution continues, as an ever-increasing number of devices running more video- and multimedia-based applications drives bandwidth demand higher. Service providers are presented with revenue growth opportunities, but end user expectations around quality of experience must be met. BTI Systems' proNX SLA Portal is a powerful and intuitive solution that enables service providers to confidently meet strict service level agreements (SLAs) for mobile backhaul, Ethernet Business Services, and more.

Monitor, Manage, and Report on Services with Confidence

The proNX SLA Portal provides tracking, reporting, and real-time access to SLA data, which is becoming critically important to service providers. As the number of mobile devices such as smartphones, androids, iPADS, and tablet PCs proliferates, end customer expectations of service providers has never been greater, because of the high quality of experience demanded. Regardless of location – home or on the road, large metropolitan area or rural setting – customers want content anywhere at any time. BTI's proNX SLA Portal is designed to allow service providers to quickly and easily assure services against the required SLA parameters. The proNX SLA Portal leverages the ITU Y.1731 Ethernet OAM standard and provides enhanced value, to help service providers meet or exceed SLA requirements for mobile backhaul applications. In addition, proNX SLA Portal delivers the ability for providers to offer tiered levels of service for Ethernet business services and content delivery networks.



proNX SLA Portal Key Benefits

- Flexible and Adaptable** – Providers can fully customize, brand, and configure the tool to their specific needs and environment, including how circuits are viewed, how SLA parameters are measured and tracked, the reports that can be created, and more.
- Simple to Use and Quick to Deploy** – An extremely intuitive web-based tool featuring an overall summary view allowing operators to monitor SLAs and make necessary changes promptly, proNX SLA Portal is part of a hosted solution, which helps speed implementation and ease training.
- Service Differentiation** – With support for three different levels of performance monitoring along with setting of thresholds, proNX SLA Portal can be used to deliver preferential treatment to mission critical traffic; as well, baseline performance can be captured and stored for extended periods of time, aiding in network planning and simplifying changes to the network when needed.
- Proactive Event Management** – When thresholds are exceeded, events are identified and plainly highlighted with alerts so that troubleshooting and recovery actions can be taken swiftly, before services are impacted.

proNX SLA Portal Feature Overview

The proNX SLA Portal feature set permits service providers to manage SLAs and offer end customers the reports and access they need.

Clear view of services

The proNX SLA Portal's high level "dashboard" provides a concise summary view of the active services under management, and the status of these services against SLAs in place. Any issues are identified and made obvious by color changes on the circuit display. The dashboard allows operators to drill down into specific areas, depending on the task to be performed.

Multilevel performance monitoring

The proNX SLA Portal supports multiple performance categories for measurement of SLAs as well as specific applications traversing the network. Jitter, latency, throughput, and utilization metrics of SLAs can be measured. Additionally, an application can be set to a threshold more stringent than the circuit over which it travels, ensuring preferential treatment for mission critical traffic, a value-added service. Finally, benchmarking enables providers to monitor network performance over different time periods. This is useful to observe network trends and aids in network planning when changes are required.

Complete reporting capabilities

With comprehensive reporting and data storage capabilities for service providers as well as for their customers, proNX SLA Portal enables timely creation of reports demonstrating conformance to agreed-upon SLA parameters. Standard reports can be defined for internal use by service providers which provide regular internal reporting. Additionally, reports can be defined for individual customers such that contractually required information can be quickly created and delivered. Providers can customize reports as needed, as well as provide their mobile operator or business service customers with the ability to create reports on the services they are receiving.

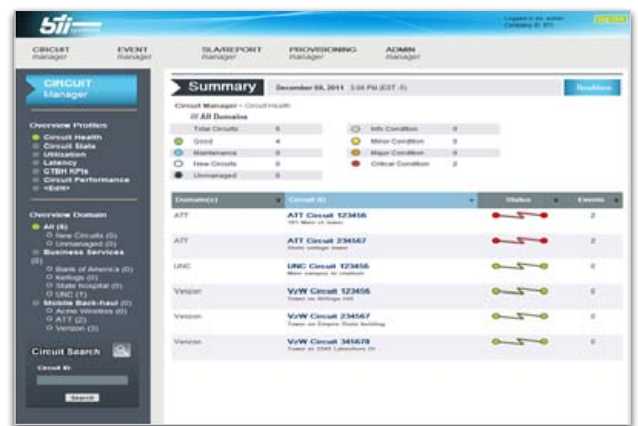
Event management

Using the proNX SLA Portal's alerting and trouble-shooting functions, operators can immediately identify potential service impacting issues and get to the root cause of a possible SLA breach. The proNX SLA Portal monitors compliance of services under management against appropriate SLA template parameters. If events are raised, alerts will appear on the GUI screen, and an email to operators can be triggered to inform them of a possible SLA breach. In this way,

recovery actions can be taken and issues can be addressed and mitigated rapidly before an actual breach occurs.

User-friendly and easy to customize

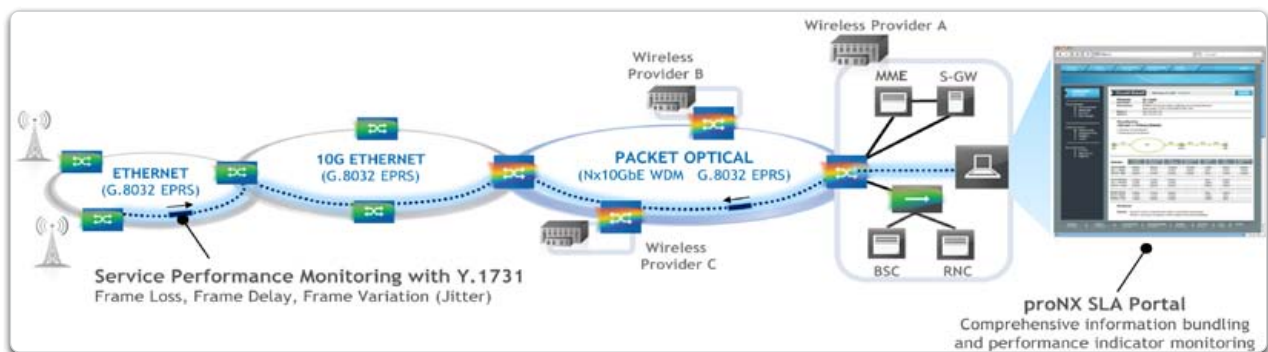
The proNX SLA portal is straightforward to configure and tailor across a wide variety of operations metrics. Circuit parameters can be selected by operations staff and assembled into their preferred view quickly and easily. Performance can be monitored against SLAs in real time or for durations up to six months against a host of different parameters. As well, the proNX SLA Portal gives providers the ability to partition resources to permit real time access to the SLA data related to individual services of their mobile operator or business customers. Providers can brand the portal and customize the welcome screens to provide messaging and marketing to their customers.



Dashboard Summary View

Manage Strict SLAs with Ease and Capitalize on Business Opportunities

To support strict SLAs and assure services in the burgeoning and rapidly evolving mobile broadband market, as well as the Ethernet business and content delivery markets, service providers must be able to constantly demonstrate they are delivering the level of service they have promised. If they cannot, financial penalties are possible. BTI System's proNX SLA Portal is a best of breed solution built from an operator's perspective that provides the tools necessary to monitor and assure SLAs in real-time, and to proactively optimize resources as network demands evolve.



End-to-End Performance Monitoring