Ensemble Portal

SLA monitoring and performance reporting

In addition to providing reliable transport services, carriers are increasingly pressured to provide empirical data and service level agreement (SLA) reporting to back it up. Comprehensive network monitoring not only delivers SLA results but also enables network trend monitoring, faster troubleshooting and improved service delivery, resulting in a better overall customer experience.

With our Ensemble Portal you can monitor and report on SLAs, application performance and network trends for improved service delivery, reduced operating costs and enhanced customer experience. Ensemble Portal gathers data from multiple technologies across your entire network. Data is automatically summarized via actionable and concise dashboards, enabling you to focus on areas that need attention before they impact customers. No longer is performance data locked in the network operations center. Now any department and even your customers can have access to network performance anytime, anywhere.

Your benefits

⊘ **Comprehensive monitoring and reporting**

Over 100 key performance indicators (KPIs monitored or computed; extensive graphical display and analysis options.

⊘ **Secure access anywhere anytime**

Access securely via standard web browsers from any PC, tablet or mobile phone.

⊘ **Pay-as-you-grow model**

You pay only for the circuits that need to be monitored.

⊘ **Private branding options**

Customizable screen profiles, alerts and reporting with private branding options.

⊘ **No need for on-premise investments**

Web-hosted solution with no infrastructure investment or startup costs.

⊘ **Simple integration into other solutions**

Application programming interfaces (APIs) and single sign-on functionality enable integration with existing portal solutions and eliminate need for additional logins.

High-level specification

Comprehensive reporting

- Views tailored by circuit, domain, customer, selected KPIs and timeframes
- Manual and automatic report generation
- Customized report distribution lists per report type or instance

Multi-level metric system

- Automatically establish baseline metrics
- Monitor contractual and application SLAs against the baseline
- Detect trends in network performance

Proactive event management

- Establish network and service-level SLA threshold-crossing-alerts with up to four alert levels
- Raise threshold-crossing events to subscribed users

Highly customizable solution

- Custom user roles, SLA definitions, alerts, customer profiles and reports
- Tailor screens and reports for customer, operator and management users
- Define templates per customer or individual flow

Visualization

- Extensive graphical presentation and summary charts
- Performance data automatically summarized via actionable and concise dashboards
- Logical and geographical circuit layouts

Secure data center facilities

- Hosted in a highly secure data center featuring high availability and off-site back-ups
- Shared and private virtual machine hosting models
- Encrypted communications between data center and service provider

Applications in your network

Carrier Ethernet SLA monitoring and reporting

- Establish network and SLA threshold-crossing alerts with up to four alert levels for each SLA
- Provide multiple customers with real-time access to their virtual network conditions
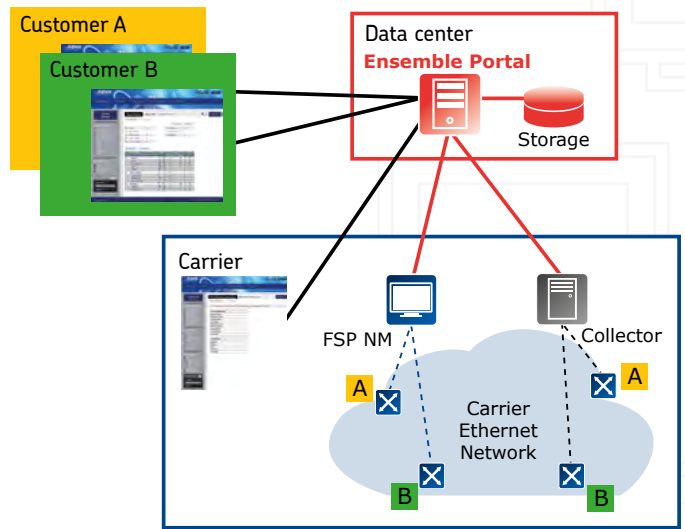
- React to network conditions before they begin to impact customers
- Monitor long term network trends to plan and forecast network expansion
- Reduce troubleshooting costs and deliver an improved overall quality of experience (QoE) to customers

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Main applications
- Carrier Ethernet services SLA monitoring
- Carrier infrastructure monitoring with trend analysis
- SLA report generation
- Customer real-time SLA portal
- Network troubleshooting

Circuit discovery and manual input
- Automatic circuit discovery from network devices
- Bulk import and edit capabilities
- REST API-based circuit management

Carrier Ethernet SLA monitoring
- Automatically establish baseline metrics and monitor contractual and application SLAs against the baseline while also enabling detection of trends in network performance
- Over 100 KPIs
- Circuit and overall network health status indicators provide a quick summary and highlight where troubleshooting is needed
- KPI summary:
  - One-way and two-way measurements
  - Latency
  - Packet-loss
  - Data delivery ratio
  - Packet delay variation (jitter)
  - Availability
  - Utilization
- Threshold settings
- Automated baseline analysis to establish birth certificate
- Baseline, application and SLA level threshold values provide tiered reporting structure
- Configurable threshold settings for four event reporting levels:
  - Info
  - Minor
  - Major
  - Critical
- Separate circuit level and domain level event thresholds

Visualization
- Performance data is automatically summarized via actionable and concise dashboards
- Logical and geographical circuit mapping
- Extensive graphical data presentation and summary charts

Interface support
- Standard web browser support for desktop, laptop, tablet environments
- REST APIs for:
  - domain provisioning,
  - circuit provisioning and management,
  - user provisioning and management,
  - event management,
  - ticket system integration,
  - single sign-on integration
- Secure connection to carrier networks for data collection

Network domains and users
- Custom domain configuration
- Assured data segregation between domains
- Multiple user level configurations available
- Custom access profiles per user-level and user-instance

Notifications and event reporting
- Establish network and service-level SLA threshold-crossing-alerts
  - Up to four alert levels for each SLA that triggers event reports that are forwarded to personnel based on type and severity
- Custom notifications per domain, per user level and per-user-instance
- Custom notification message contents
- Subscription control on per domain, per user level and per user instance

SLA report generation
- Standard (default) and custom report generation
- Subscription-based model
  - Reports can be sent to multiple recipients or tailored to show individual users (customers) only the relevant data
- Performance and SLA reports can be tailored by circuit, domain, customer, selected KPIs and timeframes.
- Full control of report generation options:
  - Time period (custom, daily, weekly, monthly, MTD, YTD, ...)
  - Report generation frequency
  - Content, detail
- Manual and automatic report generation capabilities
- Report templates for:
  - Breach report
  - Capacity report
  - Composite report
  - Inventory report
  - Usage report
  - Wireline report
  - Wireless report
- Export formats:
  - CSV
- Automated trend analysis provides insight into future conditions

Product specifications are subject to change without notice or obligation.

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Maintenance window management

- MTTR windows and custom MTTR specifications for determining availability
- Smart maintenance window logic automatically detects if maintenance completes early

Data center hosting and security considerations

- Ensemble Portal is hosted in a highly secure data center featuring high availability and off-site   back-ups
- Both shared and private virtual machine hosting models are available
- Privately hosted and geo-specific data center hosting options are also available

Data collection models

- Performance monitoring (PM) data is collected from network elements via:
  - FSP Network Management PM data collection, or
  - dedicated server collector appliance
- Communications between the data center and collection sources is encrypted

Private branding

- Private branding option enables service providers to customize the Ensemble Portal with their colors, graphics and logos.

Multiple network technologies

- Over 100 technologies and software from multiple vendors
- Ensure complete network performance and end-to-end visibility, regardless of technology selections

Flexible licensing models

- From a few circuits to tens of thousands, Ensemble Portal provides a license model that matches business needs
- Monthly and capital license purchase models are available

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