

Monitoring and alerting made simple

The Market Challenge

Service providers are under increasing pressure to extract additional revenue from an already saturated marketplace. The most obvious way to do this is to improve operational efficiency and reduce the total cost of ownership.

After experiencing rapid growth over recent years - both organically and through mergers and acquisitions - service provider OSS teams find themselves facing the challenge of managing a heterogeneous infrastructure with multiple toolsets, such as BMC Patrol, Netcool and CA, which are often neither compatible nor integrated, and require significant manual maintenance. These tools demand a huge investment of time and budget to administer, and can make heavy work of carrying out a simple business process. The inflexibility of server, network and application monitoring in this environment is costly, as it is sluggish to improve and thwarts the ability to respond rapidly to change.

Introducing 21st Century Monitoring

In today's competitive market, service providers' customers demand robust, cutting-edge solutions; and in order to reduce churn and maintain customer satisfaction, service providers must deliver.

Abilisoft seamlessly replaces existing software with an automated, state of the art agent layer that is quick to deploy, easy to use and simple to maintain. Importantly, this creates an isolation layer between monitoring and collection, as recommended by the TMF for service providers, as part of its Next Generation OSS (NGOSS) framework.

Abilisoft **eradicates the complexity of IT monitoring** across multiple operating systems, applications, databases and networks.

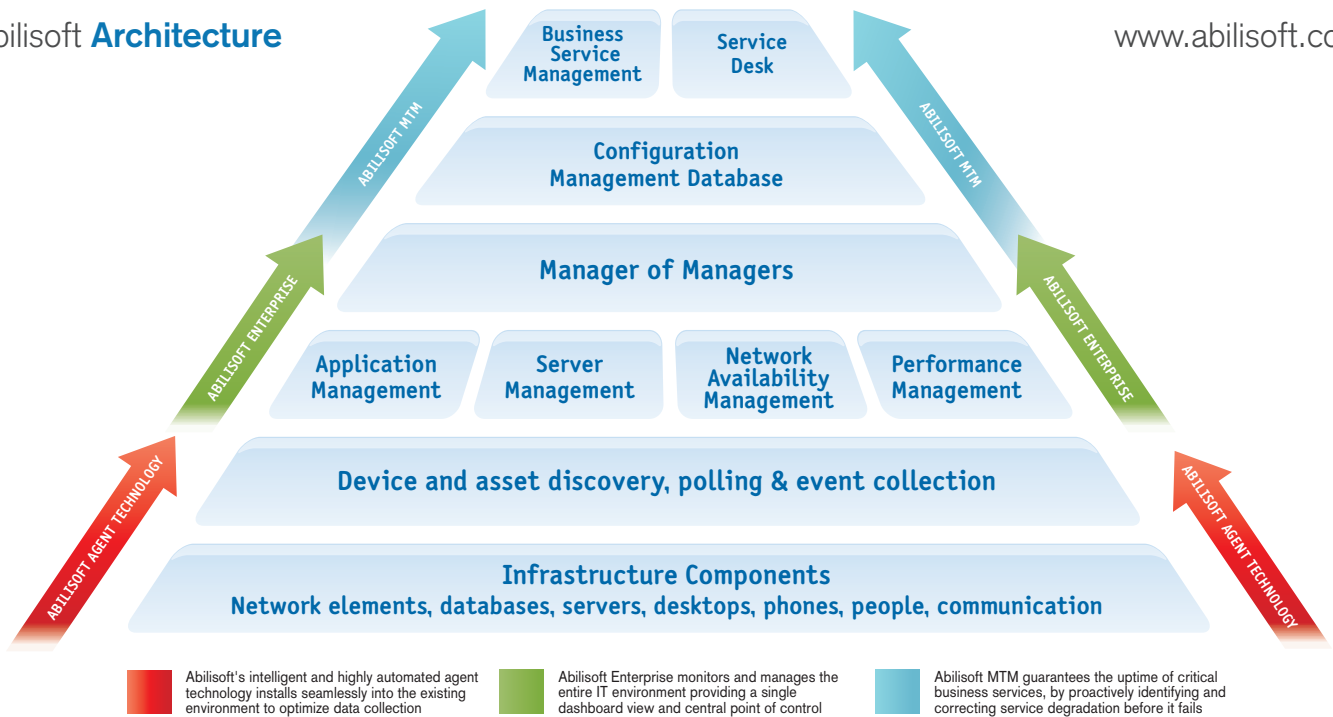
Abilisoft's powerful and competitively priced technology **reduces operational expenditure**, by minimising the resources required to maintain it.

Abilisoft Benefits

- Provides a **single dashboard view** of all server, network and application activity, furnishing the OSS team with a single point of control for monitoring administration
- Ensures **greater operational efficiency**, as administration and the time and cost invested in maintaining the network is radically reduced
- Simplifies the monitoring and collection layers of the network, **reducing the total cost of ownership**
- Enables upgrades to be seamless and pain free to roll out, reducing maintenance time and costs
- Offers a **transparent and fair pricing model**, enabling the OSS team to consolidate the number of vendor companies it is contracted to
- Promotes **customer satisfaction and retention** by improving service levels
- By adding basic workflow process to the Abilisoft solution, service providers have the ability to **automate fixes and work towards creating a self-healing network**



Abilisoft for **Service Providers**



Abilisoft empowers organisations to **radically improve business processes**, because once deployed, it reduces the impact of hardware and software application degradation and failure.

Case Study Leading UK Telco

The Environment

This leading UK-based fixed lines telecom provider had deployed Netcool in 2006, in a multi-tiered environment. NOC operators were facing up to 10,000 network faults at any one time, and over 5 million unique events were processed by the Netcool environment during a 24-hour period.

The Challenge

The Netcool solution had become a mission critical system, but at times, components were failing and were not being restarted for several hours, as the outage had gone unnoticed. Users were starting to report performance issues. As a result, customer satisfaction was declining.

The Solution

Abilisoft Monitor-the-Monitor (MTM) was quickly deployed to provide advanced monitoring and management of the existing IT environment. Corrective actions were put in place, so that when components failed, Abilisoft MTM would automatically restart them, reducing application downtime.

Benefits

- Consistent monitoring of the IT environment has enabled the NOC team to analyse performance, restoring faith in chosen applications, and preventing the need to consider a replacement

- Abilisoft's root cause analysis uncovered that many outages were being caused by manual error, during ad hoc configuration changes
- Abilisoft has exposed end-user performance issues, providing the NOC with the evidence required to justify making architectural changes
- Abilisoft has future-proofed the environment, providing automated fixes to promote a self-healing network

To find out more about **Abilisoft**, please contact:

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