

Abilisoft let the revolution begin...

When it comes to OSS, most NOC managers and IT directors spend their time focused on the management layers of the network; concerned with issues such as business service management and configuration management.

However in reality, ensuring the successful operation of the network is entirely dependent on the infrastructure tools embedded at the lowest level. This is because, if the agents that collect and feed data into management layers above - such as the domain manager for example - are antiquated, then the quality of data will be poor and this will in turn limit the performance of all management layers above.

The purpose of the agent layer is three-fold. Firstly it is a filter, consolidating the data it collects. Secondly it is a reporter, with the critical task of delivering the clean data to the right place, at the right time. Thirdly it automates fixes to commonly occurring issues.

Looking at it from this perspective, you could say that the agent layer is therefore the key part of managing the network as it forms the bedrock upon which all the various IT management disciplines (domain management, BSM, SLM, CMS etc.) are built. That said, in many organizations it is an area that receives the least consideration or investment. Just mentioning the word "agents" sends feelings of dread through IT professionals; an instant reaction that says so much about functional under-delivery in the implementation, configuration and administration of these most critical "mini managers".

It is a common experience that we all recognise yet worryingly, we accept this as normal. Why? Because just getting the agents implemented and running has always been the priority. The consequences of the volumes they report have always been secondary, as we assume we can just figure out what information is worthwhile and what isn't, further up the management tree.

In the world's mission critical NOCs, most agent technology was developed in the last century and now is 10 years old or more; some has been designed in-house, most is vendor-specific, and very little is inherently interoperable. The agents from the various vendors simply weren't designed to get along.

Today, many companies employ a multitude of vendor-specific agents to carry out various tasks. Often, there are two or more agents doing the same or similar tasks, feeding conflicting or confusing information into the management layers above, and there are agents that have become redundant or reached end of life – the presence of which can cause their own system bottlenecks and software conflicts.

In addition, until now, companies who wished to upgrade any part of their NOC infrastructure were faced with the daunting prospect of replacing and/or reconfiguring everything - all agents and managers - all over again. In the telco space, the TM Forum has addressed this problem by proposing a next generation OSS architecture in which the management layers listed below are independent of each other:

- Element management (agent layer)
- Infrastructure management (domain management layer)
- Service management (BSM, SLM, CMS layers)



However, the software vendors have made “pick and mix” interoperability of their software between the layers difficult by forcing the use of proprietary interfaces in an effort to keep the customer tied to their specific monitoring packages, in particular the agent and domain management layers.

We are now in the second decade of the 21stC century, and experiencing a new trend where developing economies are leapfrogging more mature economies by installing the latest technologies which are more open, flexible, performant and cheaper, simply because they aren't tied to legacy infrastructure and tools which dictate their choices. To keep up, companies in mature markets therefore need a similar level of flexibility to continue to improve performance and drive down costs. However to achieve this would mean replacing their existing monitoring packages (complete agent and management layers) with another, and the costs and risks involved in implementing the new solution generally prohibits such a move from the outset.

So how do companies with legacy monitoring solutions cost effectively improve their element management capabilities (agents) while at the same time safe guarding their system knowledge captured in their existing infrastructure management tools (domain managers)?

Abilisoft is unique in addressing these important challenges today. And here's how:

Abilisoft provides companies with the market's only **vendor-agnostic agent layer**. This brings unprecedented flexibility, as companies are able to add new technology seamlessly to the network, without impacting business continuity or increasing operational cost.

Abilisoft agents are highly **automated and intelligent**, designed using cutting edge technology, so that each agent is more able than the previous generations of technology. This means that companies can **consolidate the number of agents** that are deployed –disposing of all duplicated and redundant agents – and be assured that the Abilisoft agents will carry out multiple tasks and follow more complex instructions.

If a company has a multi-vendor network management architecture, **Abilisoft agents will report into multiple management tools**, removing duplication and confusion, and seamlessly enabling interoperability.

Abilisoft agents are **centrally managed**, which means that global changes can be made automatically across the entire network, from a **single point of control**. This frees up the resources of highly skilled NOC operators to concentrate on more complex tasks.

In addition, end users and/or customers are empowered to make changes to the configuration, so they monitor what is important to them locally and can be alerted in a way that is convenient. This frees up the NOC team from making minor changes, to concentrate on more strategic tasks.

Abilisoft agents are lightweight and deploy **out of the box** using a feature called zero configuration, and are proven to be **more cost effective** to run than existing and organically grown agent technology.

This is a new approach to agent technology. At Abilisoft we see it as the beginning of a revolution.

Abilisoft provides:

- Agents that carry out more complex tasks
- Agents that are administered from a central location
- Agents that can be configured by end users and customers
- An agent architecture designed to scale

Abilisoft's agent technology will future proof the success of your network

At Abilisoft we are so sure of this, that we would like to invite you to allow us to analyse the software loaded onto one of your servers. We will report on all agents in your environment (both active and redundant) and show how we could consolidate, update and improve your agent layer. **And save money!**

To find out more about Abilisoft, please contact:

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