

Superior
**Customer
Experience**
with **Reliable
Infrastructure &
SLA Software**

Integrated
**Service
Assurance System**
for **Service
Provider Networks**

Automates
**Operations &
Management**

- Decrease costs through faster problem resolution
- Web-based customer and service-centric visualization allows immediate notification of effected customers
- Proven extension complements Force10's TransNav™ network management system



Carrier-Class Network Management and Service Assurance System

In today's competitive communications market, customer retention, growth and profitability are the key performance indicators of a service provider. An unexpected downtime on service or a negative experience while resolving service issues could increase customer anxiety and result in loss of subscribers. At the same time, a good customer experience while resolving problems can reassure customers, leading to long term loyalty and higher financial return.

Centina Systems' NetOmnia is a carrier-class customer-centric service assurance system. With NetOmnia service providers can monitor a multi-vendor and multi-technology network, facilities and infrastructure, automate day-to-day operations and understand customer impact in real time. Service providers can manage the complete problem resolution process across networks and customer domains, pro-actively resolve service issues, reduce service downtime and improve operational efficiency. This in turn, results in reduced operational costs, enhanced customer satisfaction and assigned alignment of technology with business priorities.



NetOmnia is unique in that it enables a collaborative environment where service providers can work with end customers and dramatically improve transparency in support. Its highly scalable and flexible framework simplifies configuration operations while allowing for integration of applications into other core support systems.

NetOmnia delivers service providers peace of mind by managing network performance, infrastructure availability, service quality, service level agreements, and customer's experience, all within its 3 key features — **operations assurance, service assurance and customer assurance.**

NetOmnia Certified™	Network Support	System Features
Traverse 600 Traverse 1600 Traverse 2000 TraverseEdge 50 (TE-50) TraverseEdge 100 (TE-100) TraverseEdge 206 (TE-206) TraverseEdge 2020 (TE-2020) TransAccess 200 (TA-200) TransNav	<ul style="list-style-type: none"> • TL1 communication via direct Ethernet connection or indirect connection through the TransNav EMS or SONET overhead • Authentication and device health polling • Retrieval of active alarms and active conditions if supported • Retrieval of environmental alarms if supported • Processing and normalization of all autonomous events 	<ul style="list-style-type: none"> • Remotely connect and authenticate • Verify the device is reachable • Synchronize with the device by making sure the active alarms are the same between the two systems • Passively listen for new problems and raise/clear them from the alarm list as they occur

Force10 Networks: Reliable Business Networks

Force10 Networks is a pioneer in building and securing reliable, high performance networks that extend pervasive reliability, network control and scalability from the data center to the enterprise wiring closet to create a unified network fabric that is designed to ensure application readiness and protect long-term investment. With patented advances in high performance system and backplane design as well as switching and routing optimization technologies, Force10 delivers the tools that have allowed many of the world's largest data centers, service providers and research organizations to transform their networks into a strategic asset.

Force10 has pioneered advances in high density Gigabit Ethernet and 10 Gigabit Ethernet switching, routing and security. With its no compromise approach to

networking, Force10 enables customers to build and secure reliable networks at the lowest total cost of ownership.

Force10's Traverse Family of Multiservice Transport Switches delivers new levels of versatility, reliability and performance to multiservice transport networks by enabling carriers and other service providers to increase bandwidth capacity, packet optimize their transport networks, and deliver new Ethernet/IP-based services more rapidly and efficiently. The NEBS-compliant Traverse platform provides aggregation, switching and transport of Carrier Ethernet and TDM services from a single carrier-grade chassis. With scalability up to 95 Gbps per shelf, the Traverse is optimized for metro networks and high capacity aggregation sites in central offices, collocation facilities and service hubs.

The TraverseEdge family of multiservice edge multiplexers combine flexible Ethernet, TDM, and SONET/SDH in a compact and affordable family of products. The TraverseEdge platforms are ideally deployed in metro access settings that require multi-service transport over fiber including outside plant cabinets, multi-tenant units (MTUs), cell sites, and on the customer premises. The product family consists of the TraverseEdge 206 (TE-206), the TraverseEdge 100 (TE-100) and the TraverseEdge 50 (TE-50).

Force10's TransNav Management System provides comprehensive provisioning, monitoring and diagnostic tools to manage and troubleshoot packet-optimized transport networks based on the company's Traverse and TraverseEdge products.

Centina Systems: Reduce Deployment and Integration Cost

NetOmnia is a 100% web-based architecture that takes full advantage of the latest developments in software and hardware technologies. NetOmnia server, based on J2EE technology, scales well to manage over 150 million events a day in distributed, highly-available cluster environment. The AJAX enabled web 2.0 user interface requires zero administration. Relevant personnel can access the system with a simple web browser, without requiring pre-installed client software or JAVA programs to access the system.

NetOmnia has been built from the ground-up on the latest technologies to address the major concerns with the existing products on the market today. Some of those advantages include:

- Service and customer-centric notification
- Network events are related in real-time to customers and associated SLAs
- Service-dependency trees show how services are routed to aid in trouble diagnosis
- Reduce Troubleshooting time with Service Visualization
- No need for multiple inventory/system lookups to troubleshoot issues and affected customers
- Automated Event Synchronization
- Can be easily automated, scheduled or manually invoked to guarantee the data integrity
- Intuitive web-based interfaces require little or no operator training
- J2EE, web-based product leveraging AJAX, MySQL, Intel-based hardware
- Root Cause Analysis can be added/modified by operations, not programmers
- Web-based workflow, notification and suppression interface so rules can be built without programming
- Out-of-the-box intelligent root-cause-analysis correlation for transport networks
- Intelligent network discovery
- Automated discovery of SNMP and TL1 network elements and relationships
- Integrated Reporting Engine
- Configurable detailed and summary reports
- Brand-able Customer Portals for views of network health for only their services
- GIS Integration
- Easily upload inventory or spreadsheet information to create navigate-able maps and customer-centric views
- Support for over 250 devices, systems, and applications from legacy class-5 switches to broadband, wireless and video hardware.



Force10 Networks, Inc.
350 Holger Way
San Jose, CA 95134 USA
www.force10networks.com

408-571-3500 PHONE
408-571-3550 FACSIMILE

© 2009 Force10 Networks, Inc. All rights reserved. Force10 Networks, Adit, E-Series, Traverse, and TraverseEdge are registered trademarks and Axius, C-Series, ExaScale, FTOS, MASTERseries, P-Series, S-Series, TeraScale, and TransAccess are trademarks of Force10 Networks, Inc. All other company names are trademarks of their respective holders. Information in this document is subject to change without notice. Certain features may not yet be generally available. Force10 Networks, Inc. assumes no responsibility for any errors that may appear in this document.

HS58

709 v1.1