Alarm Manager

Gain control on your network

Reduce the impact in QoE

# Manage to antecipate the detection of impact in service quality

The need to change from a pure network approach to a service quality and customer experience driven approach places the CSP/DSP in face with a set of challenges. One of it is to have an integrated view of the network, being that in most of the cases the information is spreaded in several systems. Additionally, real-time events generates excess of information that reduces the efficiency in faults detection and makes difficult to focus on real problems.

Effectiveness in root cause detection enables the anticipation of problems potentially affecting the service and provides the capability to troubleshoot and eventually resolve the problem before it impacts on customer quality.

Having a convergent solution for all networks, empowers CSPs/DSPs with valuable and actionable insights that will help them gain operational efficiency, support strategic business decisions and provide excellent and meaningful experience for each and every subscriber.

Current market
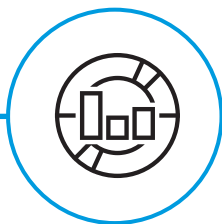
Quick and Effective Business decisions.
Reduction of operational costs.

Challenge

Best Quality of Experience.
Service always available.

Business benefits

- **Detection of problems in real time**
  For different technologies and vendor

- **Root-cause detection**
  Feeding NOC/SOC with the faults that effectively require attention and action

- **Service impact analysis**
  Prioritize resolutions according to business rules

- **Increase service availability**
  Real-time detection and actuation improving customer satisfaction
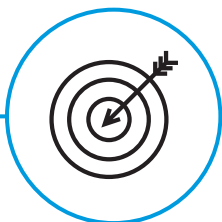
- **Gain operational efficiency**
  Delivering actionable intelligence to the right people ensuring accurate error detection and fast resolution

Centralized fault management system enabling Cognitive Operations & Automation for different technologies and vendors

Alarm Manager
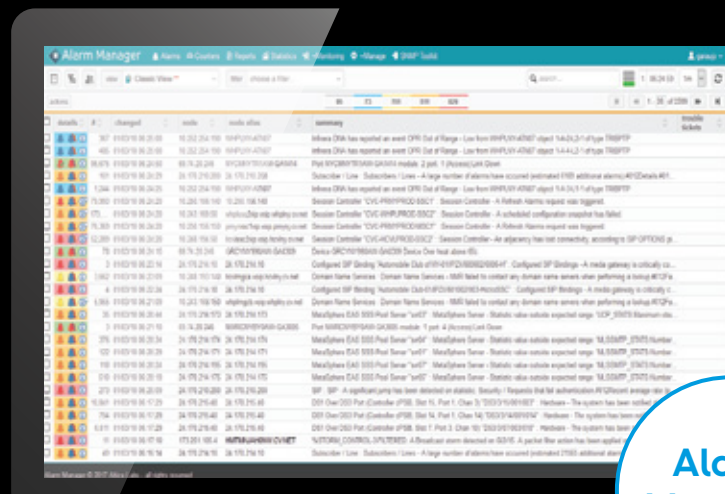
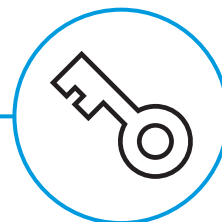## Opportunity

Real-time detection of problems.
Excess of information makes difficult to focus on real problems.
Diversity of technologies and vendors.

Solution

Centralized collection and processing of events from the network and/or external systems, for fixed, mobile and IT.

Who benefits from it?

Network/Service
Operations Center
(NOC/SOC)

Back office
operational and
engineering teams

Managers to support
business decisions

Key differentiators

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- Real-time monitoring of Telco and IT network and services
- Multi-vendor and multi-technology
- Intelligence Module powered by AI and natural language processing
- Highly configurable, empowering autonomy
- Ready for Cloud Based Networks (NFV/SDN)
- OSS integration with Trouble Ticket and Inventory systems using industry standards and APIs
- Part of TM Forum certified NOSSIS Suite

Time reduction on
failures detection

**Increase service
availability**

OPEX
reduction

**Increase
revenue**

Cloud-Native Architecture

Alarm Manager's modular and scalable microservices architecture easily adapts to the continuous network and services evolution, providing support for state-of-the art network technologies and its services.

Main features

Intelligence and Automation
Predictive fault detection, auto-diagnostic & auto-healing, and automation in fault resolution.

Self-service toolkits
Empowers autonomy to add new data sources and correlation rules.

Root-Cause Analysis
A powerful and intelligent correlation engine that processes in real time network events dynamically enriched.
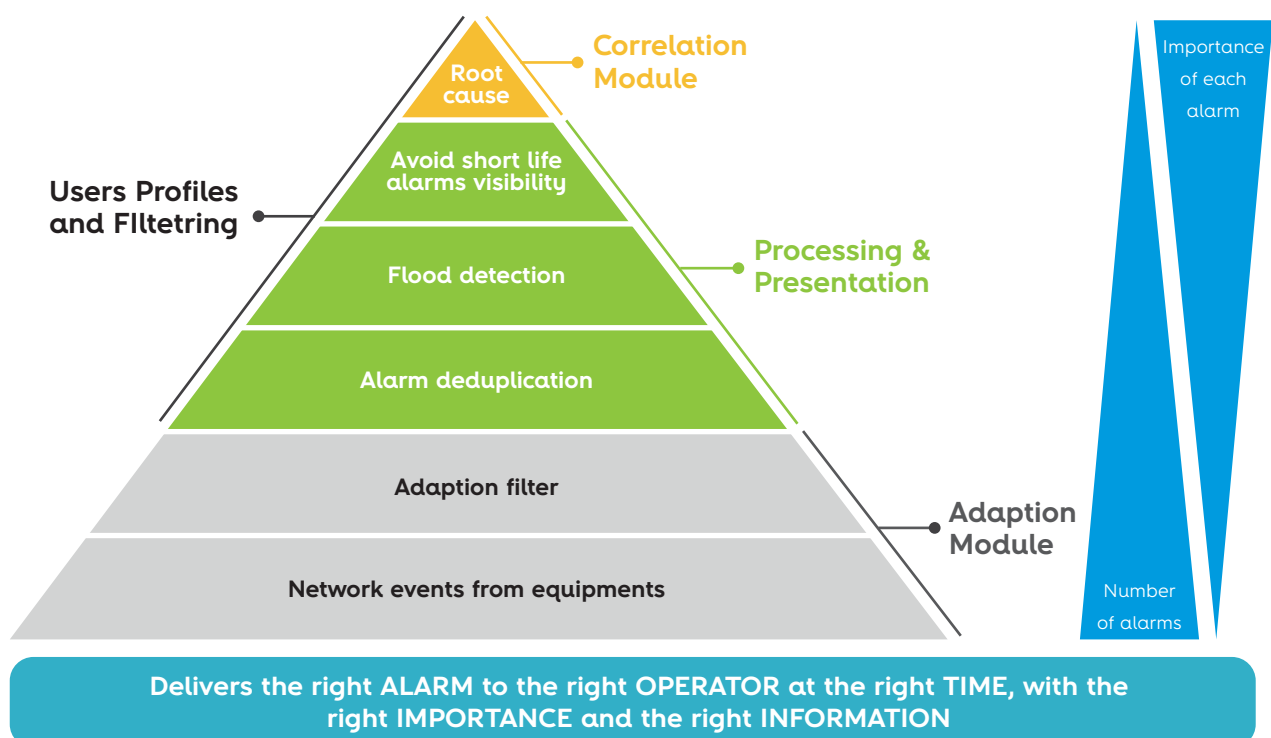
Heterogeneous events acquisition
For SNMP, ASCII, CORBA , POP3, IMAP, SYSLOG, TL1, Q3 and others.

Artificial Intelligence
Chat-BOTs integrated with collaboration tools (like WhatsApp®, ...) makes information available everywhere and for everyone.

Root cause — **Correlation Module**

Avoid short life alarms visibility

Flood detection

Alarm deduplication

Users Profiles and FIltetring

Processing & Presentation

Adaption filter

Network events from equipments

Adaption Module

Importance of each alarm

Number of alarms

Delivers the right ALARM to the right OPERATOR at the right TIME, with the right IMPORTANCE and the right INFORMATION

Use cases

Alarm Manager can be deployed in any network including support for the most recent technologies like 5G or SDN/NFV networks.

Automation in fault resolution

Alarm Manager empowers the processes automation providing actionable resolution actions, scripts execution, TTK creation and escalation support through emails, sms, voice-calls, WhatsApp®, etc.

It also incorporates Chat-BOTs capabilities, promoting agility in accessing information and empowering technicians autonomy.

Processes automation and intelligent interactions through Chat-BOTs
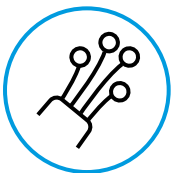
Assuring QoS over FTTx

OLT/vOLTs monitors the managed ONTs and generates failure communication events. Alarm Manager intelligent correlation engine, applies the rules and policies for FTTx, check the affinity relations between processed events identifying fiber cuts and/or power outages, wherever they occur in the network.

Increase Operational Efficiency

Predict QoE impact on Mobile network

Mobile cells generate events whenever a problem occurs.

Alarm Manager intelligent correlation engine, applies the rules and policies for Mobile network, evaluating the affinity relations between processed events. The Service Impact is analyzed and if all services in the same site are affected a 'Site down' can be generated.

Real time service impact analysis

Main References

Customers:

Altice (USA), MEO (Portugal), CTM (Macau), CVT (Cape Verde),
Altice (Dominican Republic), Altice (Outremer Territories)

About Altice Labs

Delivering key telecommunications technologies since 1950, Altice Labs has been shaping the future of technology, enabling Communications Service Providers and Enterprises to offer advanced and differentiated services to their customers and users.

Altice Labs is an innovation and transformation catalyst supported on a strong and dynamic Innovation Ecosystem. Through technology, we are committed to improve people's lives and the way in which companies do business.

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