

Service Assurance for Fixed Networks



Comprised of network-, service- and customer-layer products, Tektronix' complete IN Assurance solution offers carriers a means to protect the integrity of their intelligent networks, address customer care initiatives, and manage existing infrastructure with foresight.

At the service layer, IN Assurance is achieved with Orion | IN. Focused on the proactive performance management of Intelligent Network services for all customers, Orion | IN offers a suite of applications designed to meet the distinct needs of multiple carrier organizations.

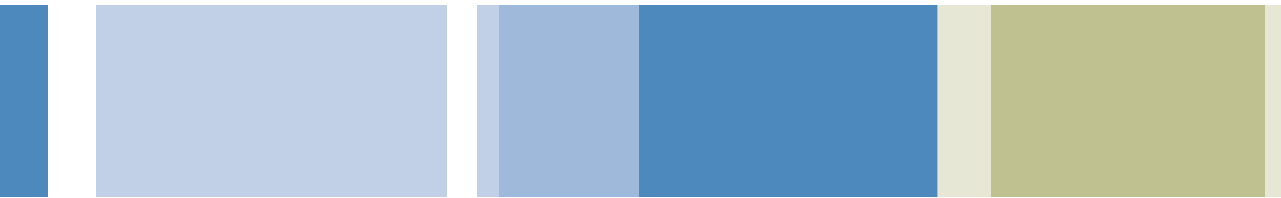
A part of Tektronix' Unified Assurance offering, Intelligent Network (IN) Assurance helps carriers proactively manage their IN platforms, services and customers for increased profitability and operational efficiency.

Intelligent Network Service Examples

- Number Translation
- Number Portability
- Telemarketing
- Pay and Call
- Call Minder
- Operator Call Steering
- Data Dial
- Caller Return

Peak 15 Second Interval Summary			
Time Range: Resolution: <input type="text" value="Daily"/>		Start Date/Time: <input type="text" value="Dec 2, 2004"/>	End Date/Time: <input type="text" value="Dec 2, 2004"/>
Application ID: <input type="text" value="INAP"/>	Platform: <input type="text" value="All"/>		
Sort Order: <input type="text" value="Service"/>	<input type="text" value="Ascending"/>	Number Of Rows Between Header: <input type="text" value="25"/>	Number of Records: <input type="text" value="Show All"/>
<input type="button" value="Submit"/>	<input type="button" value="Reset"/>	<input type="button" value="Cancel"/>	
Service	Interval Time	Peak Time	Transactions per Second
Business Overlay	2004-12-02 10:15:00.0	2004-12-02 10:15:15.0	0.333
CVN (FeatureNet Embark)	2004-12-02 11:30:00.0	2004-12-02 11:39:15.0	10.467
CVN Forced on Net	2004-12-02 11:15:00.0	2004-12-02 11:24:00.0	13.6
CallMapper Feature Interworking	2004-12-02 15:30:00.0	2004-12-02 15:44:45.0	0.8
CallMinder Feature Interworking NAP0	2004-12-02 16:00:00.0	2004-12-02 16:14:15.0	171.867
CallMinder Feature Interworking NAP1	2004-12-02 16:00:00.0	2004-12-02 16:14:15.0	16.067
CallMinder Feature Interworking NAP2	2004-12-02 16:00:00.0	2004-12-02 16:14:15.0	14.867
CallMinder Feature Interworking NAP3	2004-12-02 15:30:00.0	2004-12-02 15:35:30.0	0.067
CallMinder Message Retrieval	2004-12-02 16:00:00.0	2004-12-02 16:14:45.0	4.6
DataDial + Outbound Rate Control	2004-12-02 10:45:00.0	2004-12-02 10:48:30.0	101.8
Enhanced Caller Return (Incoming)	2004-12-02 16:00:00.0	2004-12-02 16:14:15.0	30.933
Enhanced Caller Return (Retrieval)	2004-12-02 14:45:00.0	2004-12-02 14:59:00.0	4.467
LICB Announcement	2004-12-02 14:45:00.0	2004-12-02 14:59:00.0	0.867
LICB Incoming/Screening	2004-12-02 16:00:00.0	2004-12-02 16:14:15.0	76.267
LICS Invocation/Management	2004-12-02 13:00:00.0	2004-12-02 13:08:30.0	0.4

Peak 15 Second Interval Summary reports provide information about the timing of peak transactions by individual IN services.



Measures

- Total Transactions
- Failed Transactions
- Failed Transaction %
- Average Query / Response Time
- Default Route

Accelerate the Identification and Resolution of Emerging IN Service Problems

Using Orion | IN's Operations application, network operations personnel receive real-time notification of key IN service quality degradation indicators including:

- Platform Failures
- Service Failures
- Provisioning Errors
- Configuration Errors

Each IN service is individually monitored across all subscriber usage. All service performance is compared to quality thresholds set by the carrier. When thresholds are exceeded, alarms and alerts are created.

Once problems have been detected, intuitive drill-through GUIs enable guided investigation and localization of problems to specific entities, failures and causes.

Fully integrated with Tektronix' GeoProbe® network surveillance system, Orion | IN's Operations application provides seamless access to the GeoProbe system's robust session trace capabilities for efficient troubleshooting and timely resolution. In addition, the Operations application may be employed to monitor the health of IN services on an ongoing basis.

Drive Usage and Revenues with Well-performing, Competitive IN Service Offerings

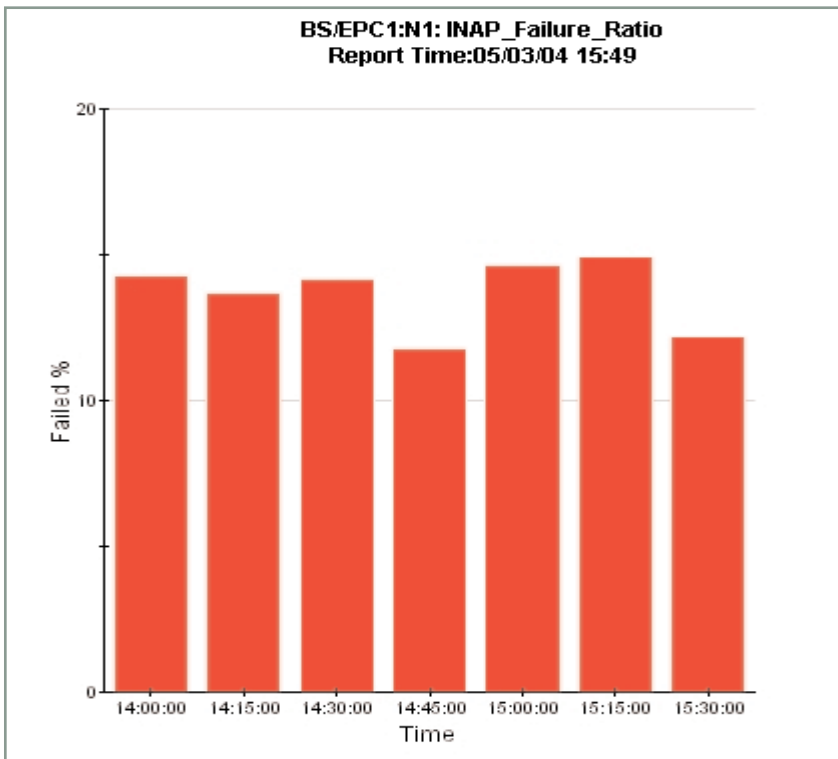
For Service Product Managers, Orion | IN's Reporting application distills collected information into actionable intelligence for informed decision making. Packaged reporting suites allow Service Product Managers to monitor the overall performance and usage of individual IN services. This information may be used to drive service usage or support SLA management initiatives.

Reporting options include hourly, daily, weekly and monthly summaries as well as daily peak hour performance accruals by IN service and OPC/DPC.



Manage Existing Infrastructure with and Eye on the Future

With Orion | IN's Planning application, network engineers can analyze IN service usage on an ongoing basis to ensure effective allocation of existing assets. In addition, close study of IN service activity over time provides an effective means for predicting and planning for future network growth.



Performance Measured

- SCP
- SSP/STP
- Service ID
- Platform
- Calendar Performance (entry-level, hour, day, week, month, and year)
- Rate Period (work hour, after hours)

The Operations application enables drill-through investigation of emerging IN service failures.



Intelligent Network Packaging

Operations Application:

- Real-time (5-minute), Hourly, Daily or Weekly Updates with Alarming and Alerting
- Enables Guided Troubleshooting to the Root Cause

Planning Application:

- Long-term OLAP Analysis and Trend Evaluation Tools
- Enables analysis of Total Transaction Volumes, Performance by Service, Errors by Hour and Hourly Service Performance

Management Reporting Application:

- Service Performance Summary
- Error Category Summary
- Error Code Summary
- Busy Hour Failed Percentage Summary
- Busy Hour Average Query Response Time Summary
- Peak 15 Second Summary

About Tektronix:

Tektronix has more than 60 years of experience in providing network operators and equipment manufacturers a comprehensive and unparalleled suite of network diagnostics and management solutions for fixed, mobile, IP and converged multi-service networks.

These solutions support such architectures and applications as fixed mobile convergence, IMS, broadband wireless access, WiMAX, VoIP and triple play, including IPTV.

For Further Information:

Tektronix maintains a comprehensive, constantly expanding collection of application notes, technical briefs and other resources to help engineers working on the cutting edge of technology.

Please visit www.tektronix.com/communications

Contact Tektronix:

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