



## *Fault Management with bAlarm*

*Save the day with an intuitive fault manager that works like you do*

### *Features*

- Context views presents alarms in the same way as you would troubleshoot the problem
- Automatically ascertain customer impact
- Single click incident creation
- Flexible alarm filtering with inclusion and exclusion filters
- Highly tailorable user interface allowing the to align with your method of operation
- Scalable and distributed architecture ensures performance across all fault management scenarios

In today's global community transoceanic submarine networks play a vital role. Their critical nature has been well demonstrated in recent times with major outages either caused from natural disasters or from human intervention, from such things as anchoring vessels. The economic impacts of these events have been felt worldwide.

Staying connected 24/7 is an absolute must and for submarine network operators that equates to onerous and risky service level agreements.

At a network operational level customer uptime is paramount. So when problems do occur they must be identified and rectified as soon as possible.

With the massive number of alarms generated by submarine networks every day, troubleshooting can be like finding a needle in a haystack.

With bAlarm, Boss Portal's revolutionary fault manager, these problems become a thing of the past.

Using its unique Context Views feature, bAlarm can help you navigate through the swarm of alarms with ease and arrive at a diagnosis swiftly. Such things as customer impact, affected assets and the influence of planned outages are all presented with every alert that's collected by bAlarm.

With such unique capability you can now focus on saving the day, rather than trying to figure out what happened after the event.

**b**OSS  
PORTAL

## *A Fault Management Scenario*

consider a typical fault management scenario. one that might be played out in many network operations centers today...

The NOC must quickly determine the impact of a fault on its customers, by identifying the equipment, network, circuits and customers concerned. This often means having to juggle with numerous spreadsheets.

This manual information gathering process has to be repeated many times over for each alarm relevant to the given fault before the cause of the fault and appropriate restoration action can be determined.



It is not unusual for some of the relevant alarms as well as impacted equipment, network, circuits and/or customers to be overlooked under these highly time-critical situations.

Then this collated information is to be somehow captured, often through manual user input, in the trouble ticket used to inform management, customers and engineers.

## *An Improved Process with bAlarm*

With bAlarm, much of the manual information gathering is automated with an aim to streamline the administration process and eliminate double handling in these time-critical situations. Both the Mean Time To Identify (MTTI) and Mean Time To Repair (MTTR) can be significantly reduced.

bAlarm automatically associates the alarm with equipment, network, circuits and customers and presents this information along with the alarm to the user for acknowledgement. This significantly reduces the time to determine the customers impacted (if any) and how they are affected, as well as the severity of the impact.

Other information associated with the alarm, such as open trouble tickets and work requests, as well as restoration plans, are also retrieved automatically, ensuring all information pertaining to the alarm is available at users' fingertips.

There are numerous features within bAlarm to facilitate fault analysis, such as context views, pattern matching and filtering.

With its integration to bCare, an alarm can be tied to an existing open ticket or a new ticket can be created and auto-populated with all relevant information with a single mouse click.

Prompt, accurate and consistent communications with customers can be effected and fully tracked from within the OSS.

Context Views is a truly unique feature from Boss Portal. Served by an underlying service model every event is enriched with other information and placed into context. Relevance...service model every event is enriched with other information and placed into context. Relevance...service model every event is enriched with other

A unique feature of bAlarm is the ability to provide a historical snapshot of previous days events. This historical information is of immense benefit for post event analysis

Group	Count	Severities	IN	CI	RP	Planned	Unplanned	Event Object	Event Description	Source Created
3M	1									
ABN AMRO	6		Y	Y	N	N		IC#2000... seeSLTC2	FR: CAS0203 VC450203 -- C...	Fri, 02 May 2008 1
Akai	2		Y	Y	N	N		IC#2000... seeSLTC2	EQU: Equipment_SOCKET_Opti...	Mon, 28 Apr 2008 2
Atari	3		Y	Y	N	N		110001* i3-VC12S0203-#-#-VC12S0203	VC12S0203 VC12S0203 -- Comm...	Thu, 26 Jun 2008 2
BenQ	15		Y	Y	N	N		110001* AW/VC12S0203-#-#-35-1-1-7	VC12S0203 VC12S0207 -- Comm...	Thu, 26 Jun 2008 2
CBS	113		Y	Y	N	N		IC#2000... HSS1G12/trbT1-#26[1557-35hm	Transmit Failed	Fri, 27 Jun 2008 05
CGI Group	112		Y	Y	N	N		IC#2000... HSS1G12/trcEncoding#26[155	(transmitFail)	Fri, 27 Jun 2008 05
Caprabo	6									
Compaq	63		Y	Y	N	N		IC#2000... HSS1G12/trbT1-#26[1557-35hm	Transmit Failed	Fri, 27 Jun 2008 05
Cosworth	89		Y	Y	N	N		IC#2000... HSS1G12/trcEncoding#26[155	(transmitFail)	Fri, 27 Jun 2008 05
Crabtree & Evelyn	35									
Dell	65		Y	Y	N	N		104001... iFC01/FED/Pfe	Replaceable Unit Problem	Wed, 25 Jun 2008 1
Duane Reade	20		Y	Y	N	N		104001... iFC01/XC1/system	Pfe Calibration Problem	Thu, 26 Jun 2008 1
EMBRATEL	62		Y	Y	N	N		104001... iFC01/XC1/system	login - LUC01	Thu, 26 Jun 2008 2
ESPN	842									
ESRI	1									
Ferrari	10		Y	Y	N	N		IC#2000... EQU:K121-1-#-#-26-361	EQU: Equipment_SOCKET_Opti...	Mon, 28 Apr 2008 2
Fluke	31		Y	Y	N	N		104001*... seePFEC	Resource Isolation	Tue, 24 Jun 2008 0
Frog	236		Y	Y	N	N		104001*... seeSLTC3	Resource Isolation	Tue, 24 Jun 2008 0
Gartner	63		Y	Y	N	N		104001... C/C/RC152/SSys#3/Y_OA	{ } pumpCurrentThresholdCrossed	Wed, 04 Apr 2007 0
Hasbro	165		Y	Y	N	N		104001... C/C/RC152/SSys#3/X_OA	{ } pumpCurrentThresholdCrossed	Wed, 04 Apr 2007 0
ICICI	51		Y	Y	N	N		104001... C/C/RC152/SSys#3/X_OA	{ } outputPowerThresholdCrossed	Wed, 04 Apr 2007 0
IG Farben	424		Y	Y	N	N		104001... C/C/RC152/SSys#3/X_OA	{ } inputPowerThresholdCrossed	Wed, 04 Apr 2007 0
Intel	24		Y	Y	N	N		104001... C/C/RC019/SSys#1/X_OA	{ } pumpCurrentThresholdCr...	Tue, 03 Jun 2008
JAL	21		Y	Y	N	N		104001... FA2-LTA2	Craft Terminal Connected	Wed, 21 May 2008
JVC	94		Y	Y	N	N		104001*... FA2-LTC2	Craft Terminal Connected	Sun, 08 Jun 2008 2
Kodak	5		Y	Y	N	N		104001*... FA2-LTC2	Craft Terminal Connected	Tue, 03 Jun 2008 0
Korg	820		Y	Y <td>N</td> <td>N</td> <td></td> <td>104001... FA2-LTD2</td> <td>Craft Terminal Connected</td> <td>Wed, 18 Jun 2008 0</td>	N	N		104001... FA2-LTD2	Craft Terminal Connected	Wed, 18 Jun 2008 0
L'Oréal	63		Y	Y	N	N		104001... tA2.FED/Pfe	Pfe Calibration Problem	Thu, 26 Jun 2008 1
Lionbridge	42		Y	Y	N	N		IC#2000... HSS1G12/trbT1-#26[1557-35hm	Transmit Failed	Fri, 27 Jun 2008 05
Lonsdale	373		Y	Y	N	N		IC#2000... HSS1G12/trcEncoding#26[155	(transmitFail)	Fri, 27 Jun 2008 05
MIPS	11									
McDonald	10		Y	Y	N	N		104001*... seePFEC	Resource Isolation	Tue, 24 Jun 2008 0
Nabisco	39		Y	Y	N	N		104001*... seeSLTC3	Resource Isolation	Tue, 24 Jun 2008 0
Pepsi	14		Y	Y	N	N		104001... #2/PLT01/FSR2/FECDEC#1	Replaceable Unit Problem	Tue, 24 Jun 2008 0
Qimonda	61		Y	Y	N	N		104001... #2/PLT01/FSR2/FECDEC#5	Replaceable Unit Problem	Tue, 24 Jun 2008 0
Raytheon	25		Y	Y	N	N		104001*... seeSLT3	Resource Isolation	Tue, 24 Jun 2008 0
Reebok	93		Y	Y	N	N		104001... #2/PLG11/FSR2/FECDEC#5	Replaceable Unit Problem	Wed, 25 Jun 2008 1
SAP	134		Y	Y	N	N		104001... #2/PLG11/FSR2/FECDEC#5	Replaceable Unit Problem	Wed, 25 Jun 2008 1
SEGA	22									

Rather than just present data every event is enriched with such information as affected inventory asset, customer impact and whether the events are related in any way to routine maintenance or any other planned event

bAlarm screens can be highly tailored, by user and by group, to provide just the right level of information to suit the specific requirements of the user

## *Our Unified Framework*

All components in our unified solution are designed from the ground up to function together as one. They are developed to exacting standards in the field in collaboration with a number of leading network operators in the world. The result is a solution that is not only highly relevant but also proven to stand to the rigors of large production networks.

With 'integration' programmed into its DNA, our unified solution can provide the benefits of system synergy without the expensive 'integration tax' typical of traditional solutions, reducing costs, time frame and risks.

## *Our Applications*

Each of the core functionalities required in an OSS is handled by a specialized application component. Each component can be deployed independently according to your specific needs. The benefits of synergy multiply as more components are deployed.

In addition to bAlarm our solution suite also provides :

Process management with bCare, modeled after the best practice recommended by the Information Technology Infrastructure Library (ITIL®). It allows the full life cycle of an incident, from creation through to the coordination and dispatch of supporting tasks, to be all managed within one ubiquitous platform. It streamlines business processes and facilitates the assurance of service level agreements.

A 'complete' inventory management system with bHive. bHive provides an accurate as-built view of your network. It manages not only assets reported by the Network Management System (NMS) and Element Management System (EMS), but also those that are not reported, such as spare and in-transit equipment, as well as cross domain assets that are not managed by NMS on either side.

Analytics and performance management with bYond. An engine that is purpose- built to uncover the hidden gems buried within the vast amount of data collected from the OSS, ranging from alarms to performance and usage records. It identifies trends as well as hot spots life cycle for growth and where troubles are likely to develop. These insights translate directly into competitive advantages.



**Head Office**

3/32 Brighton Road  
Parnell, Auckland 1052  
New Zealand

**Asia Pacific**

55 Morehead Avenue  
Norman Park 4170  
Australia

**Europe, Middle East & Africa**

44 Rue Charles Gounod  
13480 Cabriès  
France

For the most up-to-date contact information, please visit our webpage: <http://www.boss-portal.com/offices>

---

*Boss Portal is a telecommunications software specialist with a breakthrough solution framework that is fundamentally redefining the industry assumptions for B/OSS implementations. Our unified solution is the answer to the predicament of isolated point solutions. Its flexible architecture allows us to rapidly adapt to your evolving needs. We have been nicknamed by our customers the 'Panadol of OSS' for our ability to provide fast pain relief to their 'OSS headache'*

