

alarm manager



Clarity

Clarity Alarm Manager allows the end-user to monitor network alarms, providing correlation, analysis and impact.

gain control of customer satisfaction, revenue and productivity

To help a telecommunications carrier gain a competitive edge, Clarity Alarm Manager provides value-added causal and impact analysis. Rectifying faults and gauging their impact on customer satisfaction and revenue becomes an easier task. Integrated customer impact analysis allows for effective presentation of faults. *Productivity rises* as effort previously spent diagnosing causes of alarms diminishes.

features and benefits

Alarm Correlation

Clarity Alarm Manager provides causal analysis based on network configuration. Alarms that directly impact revenue, and the likely cause are *displayed in real-time*. Logical main memory models of the network allow for real time displays of correlated alarms.

Impact Analysis

Impact Analysis based on network configuration allows the user to view which customers are affected and *determine the impact on the customer, service and revenues*.

Restoration Templates

Restoration templates allow the user to correct problems according to a set plan, e.g. rerouting of circuits when there are problems.

End-to-End Quality Monitoring

Clarity Alarm Manager allows the user to monitor and manage the quality of the network equipment, circuits, services and customers.

Automatic Notification

Clarity Alarm Manager features user defined escalation and notification with the ability to send alarm messages through pager, email, fax, printer or SMS.

Real Time and Scaleable

The hardware environment is based on a distributed client server framework. The architecture meets the following case objectives:

- Rapid capture and distribution
- Provides network link redundancy to Alarm Manager from interfacing NEMS
- Ability to distribute alarm monitoring functionality in the event of NOC failure
- Provide software application redundancy for key components

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leverage the value of integration

Clarity Alarm Manager integrates with other modules in the Clarity product suite including:



Configuration Manager

Provides network topology to Alarm Manager for impact and causal analysis



Service Manager

Identifies customers and services impacted by alarms and to ensure alarms are resolved based on Service Level Agreements



Spatial Net

View alarms based on geographic layouts to affected service areas and patterns of alarms



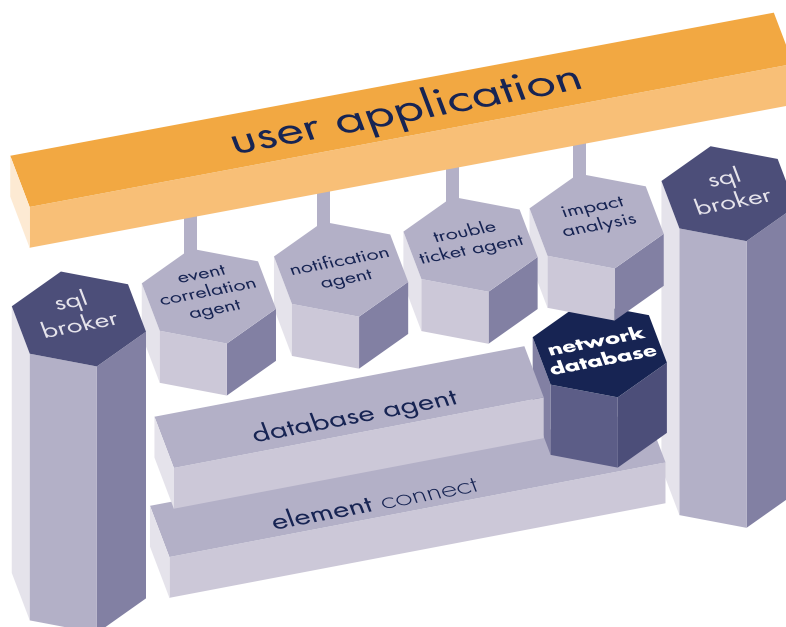
Ticket Manager

Alarms which indicate equipment faults or alarms which are customer impacting automatically generate trouble tickets



Performance Manager

Performance exceptions are automatically raised as alarms when they exceed user defined thresholds or customer Service Level Agreements



technical specifications

Clarity Alarm Manager uses an Oracle Database (8.1.7 or higher) with Oracle Forms Version 6i. It runs on Intel, Windows 2000 and Sun Microsystems' UNIX platform and the Solaris Operating Environment.

further information

For further information e-mail us at info@clarity.com or visit www.clarity.com