

# SLA manager



Clarity

*Customer expectations continue to grow and network users increasingly demand Quality of Service (QoS) guarantees on the complete range of products deployed by a Service Provider, including multimedia and VoIP. Today's users also require access guarantees, forcing Service Providers to improve processes for the setting of policies that determine how these services should be provisioned and maintained.*

## **differentiate, meet your objectives, win the customer**

To achieve true business value, such as *reduced churn and improved margins*, QoS must be definable, manageable, verifiable and billable. Clarity SLA Manager is the business tool to achieve this, by setting and enforcing the Key Performance Indicators (KPI) for:

- Provisioning
- Network availability
- Service availability
- Customer complaints
- Quality
- Rebates

SLA Manager collects information through SNMP and uses XML API's to pass the usage, response time, end-to-end response time, service level compliance, or application availability to Clarity Configuration or Clarity Service Manager. Alternatively SLA Manager can interface with industry standard third party performance, traffic and provisioning software.

### *Defining Service Level Agreements(SLAs)*

SLA Manager delivers Service Providers a *powerful tool to differentiate* themselves from their competitors. Not only can they offer advanced QoS products, but they can also set comprehensive SLA's against their customers, services, or products.

SLA Manager allows service providers to set rate, priority or discard policies for different applications. Rate policies can set a minimum bandwidth for some applications, such as reserving 21 Kbps for VoIP or set maximum bandwidths for FTP downloads at 28 Kbps. Priority policies allocate bandwidth based on content, that can be rated from 0 to 7. For example this enables a corporate customer to rate a mission critical ERP system as a 7 priority and an unauthorized entertainment game application as a 0 priority.

### *Measuring & Managing SLA's*

SLA Manager gathers critical performance statistics such as bandwidth usage application and response times, and correlates these metrics to customers. Used in conjunction with customer data, this mission critical information can be *crucial to overcoming network bottlenecks*. It also enables the intelligent channeling of available resources to minimize operating costs.

As Service Providers look to harness the business benefits of self-provisioning and usage-based billing, the demand for manageable SLA's that offer competitive points of difference continues to increase. SLA Manager is designed with *leading edge technology* that addresses these future needs while managing present requirements.

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## Measuring & Managing SLA's (cont)

SLA Manager measures service performance against the performance of the network, and all systems *recognize the relationship* of the services deployed and the physical equipment used to deliver those services. Instead of one device monitoring one component of a service, SLA Manager monitors all network components of that service. The customer profile and the service are combined with the data collected from the physical devices. They are then correlated and presented in a format prescribed by the SLA.

In addition to collecting information, SLA Manager then *automatically compares* this information to the signed SLA with the customer and initiates the processes prescribed by the organization. For example, SLA violations may be sent directly to the NOC and corrective action can be initiated.

## Verifying SLA's

SLA Manager gives Service Providers the ability to make SLA measurements available to their customers through secure Internet or Intranet sites, or through periodic reporting. The provision of *consistent and readily available communication* enables the customer to verify and monitor the level of service provided.

## Billing SLA's

SLA Manager links the sale to operations and billing so that your customer's perception of the service provided is consistent across the three business units.

It is one of the few systems on the market that *manages the consistency of an SLA* from what is defined or sold, through to what is provisioned and billed.

## leverage the value of integration

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



### Configuration Manager

Recognizes the relationship of the services deployed and the physical equipment used to deliver those services



### Service Manager

Ensures the service is provisioned according to the defined SLA including time to provision and QoS/CoS provisioning



### Alarm Manager

Ensures service quality and availability is managed according to the agreed SLA



### Performance Manager

Ensures service quality and availability is managed according to the agreed SLA

## technical specifications

Clarity SLA 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](mailto:info@clarity.com) or visit [www.clarity.com](http://www.clarity.com)