

## Fault Management

MAX Everest range of products empowers you to detect potential and actual faults before they occur and/or impact your services. At the first hint of trouble, Everest ensures that the designated personnel are alerted or possible self-remedy applications can be triggered. With further correlation techniques, Everest reduces the Mean Time To Repair (MTTR) and thus maintaining high quality of service and ensuring customer satisfaction.

### Event and Alarm Management

MAX Everest provides powerful alarm and event management functionality allowing users with summarized, drill-down, and snapshot information of the current alarms existing in the network as well as the historical events. These events include, but not limited to, non-reachable devices, unavailable devices, pre-defined and customized performance thresholds, SNMP traps, syslogs, etc.

Everest provides the CIOs and network engineers' high visibility into the network infrastructure through various alarm views, current and historical summary at the site level, and location of the most unstable devices or resources. Ability to add comments to the alarms and events provides efficient operations of larger setups with multiple network operators.



### Event Correlation

MAX Everest provides powerful Event Correlation techniques helping users to focus on the root cause of the problem and improve their MTTR and the stability and quality of their services.

- The Topology Dependent Event Correlation Algorithm enables event correlation of the alarms based on the auto-discovered and manually configured network topology dependency relationships.
- The Transient Event Correlation Algorithm based on the pre configured transient time periods and the resource configuration files enables alarm suppression, which will be useful when the system is flooded with alarms.
- **Notification, Escalation and Acknowledgement** MAX Everest enables you to be notified in cases of events or SLA breaches. MAX Everest provides multiple mechanisms like Email, SMS, Beep, and System Batch File Notifications. With its powerful multi-grouping mechanism in notification coupled with the correlation technologies, MAX Everest sends notifications to multiple operators and multiple hierarchies. The escalation and acknowledgement features ensure that the critical alarms are addressed by the operators in time, ensuring the high service levels promised to the customer.

### SNMP Trap Management

MAX Everest supports SNMP traps from the devices and converts them to respective alarms and events and provides the powerful correlation, notification, and escalation mechanisms on the received SNMP traps. The SNMP traps are converted to easily understandable information for the operators, and the event comments give detailed information to be shared between multiple operators.



### Multiple Views

MAX Everest provides multiple views for the operators. These include (but not limited to):

Map Views enable the users to view the status of the resources based on their geographical locations.

Tree Views enable users to view the status of their resources based on their domains.

Current Alarms, Historical Events, and Syslog Views enable operator to concentrate on the particular alarm management modules and help in directly using the diagnostic features and multi operator event comments.