

Telcos

As a telco, you need to boost an always-on, always-available infrastructure. Your users expect no less than **nine 9s (nine seconds?)** in terms of the reliability of the service you provide.

Apart from the regular services from a telco, users expect more comprehensive value-added services ranging from network installation to after-sales support.

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 are comprised of but not limited to non-reachable devices, unavailable resources, pre-defined and customized performance thresholds, SNMP traps, syslogs, etc.

Alarms and Events views in the Everest provides real-time visibility into the entire network, presenting current and historical summary at the site level and also locating 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.



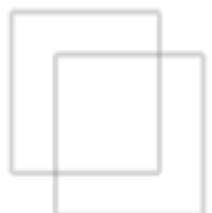
Event Correlation

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.
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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.





End-to-End Monitoring

MAX Everest N2N emulates a real-user experience and finds the overall response time of the application, server, and the network. The integrated view on the user-experienced response times with the actual network, server, and application QoS parameters enable the operators to find the root cause of any degraded services across heterogeneous networks, network devices, servers, and applications.

DISTRIBUTED ARCHITECTURE

MAX Everest has distributed, but data centric, architecture. A scalable architecture ensures that your monitoring system can be scaled up incrementally with the growth of your network and keeping pace with high quality of service for new rolled out services. This improves the time to create new services and helps you be ahead of your competitors.

