



## VMAX MULTI-USER CUSTOMER VIEWS

### Introduction

Service providers continuously seek to efficiently manage customer and network requirements, not just their own network elements. If the network management system they use is uncluttered and straightforward, they can save resources substantially to focus on value-added services and SLAs.

Enterprise service providers, ISPs and other outsourcing businesses want to provide value-added services to their customers, so first and foremost they need their own and their customers' networks to be dependable, efficient and easy to maintain. They need a well-integrated, intuitive and easy-to-use network management solution. On top of it all, they also have vital customer information to manage just as efficiently.

MAX Infrastructure Management Suite provides an enhanced set of capabilities for customer-based network management. MAX provides direct-to-the-point and thoroughly detailed views of network devices and connections in a user-friendly graphical format. Network managers can just as easily assess network health and performance in no time, and verify where attention, if not action, is needed. MAX extends these capabilities to enable network managers to associate customers with the network resources that they use, such as Internet access links and servers, and the network events affecting the same customers.

### Network Management Based on Customer Views

With the Virtual MAX feature of MAX Infrastructure Management Suite, network managers can both associate customers with the network resources the same customers use, and on the other hand associate resources with specific managed customers. This is done using MAX's ability to import customer data from an existing database.

When MAX detects an event or alarm arising from any of the monitored resources, the network manager can easily identify which customers are affected and set the priority of the ensuing response or action, if required. This way, network managers can respond proactively, rectifying the anomaly or problem and contacting the customers to disseminate the information.

MAX readily performs in all ease and convenience the monitoring of and reporting on customer-specific data, including information about network faults, performance levels, utilization percentages and inventory volume. Understanding and responding to customers and their resources—including events/alarms arising from affected customers/groups or locations—allows improved network topology design and increased customer satisfaction. MAX also enables the profiling of customers' network resources and the performance of customer-specific data collection and reporting.

## **The Power of MAX Virtually Everywhere for Everyone**

The Virtual MAX (or simply, VMAX) feature allows a single MAX to be shared by many individual users and/or user groups, each individual and group having its own MAX view based on administrator-specified folder hierarchies and access rights.

The breadth and flexibility of Virtual MAX in any business setting proves useful in providing members of the organization with individual work accountability, IT environment transparency, and overall control and delegation of network resources management.

### **Service Level Management**

Setting SLAs within individual users/groups' MAX *vicinity* (the area of the network assigned to each user or group to access) allows them to set proactive service level management functions within their area of responsibility, including the alerting of personnel before actual SLA breach.

Alarms and events may be set for an SLA resource if users intend to be informed through notifications when the SLA compliance percentage falls below a certain percentage; threshold alarms can likewise be set for an SLA resource with various severity levels for the SLA compliance percentage, just as thresholds can be set for other resources in MAX. Here most of the online real-time reports and utilities like data extrapolation also apply to individual SLAs.

### **Distributed Architecture**

MAX is designed and engineered based on a distributed architecture, making it highly resilient and scalable—catering to enterprises that extend across various territories and are geographically dispersed, as well as hierarchically segregated users within the same or from different sites. MAX can be deployed onsite on a dedicated server or co-located offsite—its VMAX features utilized separately and concurrently by users from both sites and elsewhere just the same.

### **Localized and Centralized Management**

While VMAX users can autonomously monitor and manage their own resources—from setting alarms and SLAs to generating reports for capacity planning or usage forecast—the administrator can oversee all transactions, view audit logs and manage user privileges and network access rights remotely from a central location within the system. This provides individual users with a certain level of control over their resources and an involved sense of accountability, and the administrator with overall control and infrastructure-wide transparency.