



Deliver Backhaul Service Assurance

Carrier and Metro Ethernet services are being rapidly deployed to meet the exploding bandwidth demands for wireless backhaul capacity and enterprise data growth. As carriers and service providers build out their networks to meet this demand, they are struggling with having visibility into the availability and performance of their services as required by their business and operations teams and their customers. Adding to this challenge is the mix of old and new transport technologies, multiple bandwidth suppliers in different geographies, speed to market and cost pressures, and the burden of legacy and disparate vendor-specific management systems. What is needed is a comprehensive solution that unifies and simplifies the infrastructure and service level management across all new and existing network technologies, for all stakeholders.

The Monolith Unified Service Assurance solution is a single scalable platform that provides fault, performance, topology and service level management from one unified system. The proven, next generation Monolith system enables communications service providers to rapidly deploy and assure new services, optimize their customer experience, and streamline operations while also significantly reducing costs through consolidation of legacy systems. Operations, business teams, partners, and end customers use the same unified presentation engine for troubleshooting, service level reporting, and dashboard views. Contrast this to the costly and disparate collection of multi-vendor systems that service providers struggle to use today for operations, engineering and planning, and service level management.

“Monolith gives us a competitive advantage. We can automate our SLA reporting process and provide greater transparency into SLA metrics and performance for our clients,”
- Adrian Byram, CTO,
Radiant Communications.

The Unified Platform Advantage

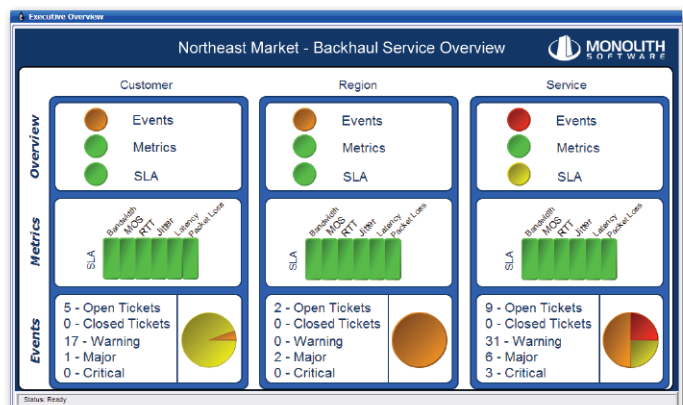
The Monolith system was designed and built from the ground up by experienced network operations professionals to be a next generation, service assurance platform that unifies fault, performance, topology, and service level management in a single scalable platform. With a deep understanding of network operations and the shortcomings of legacy monitoring solutions, Monolith provides an open architecture for easily incorporating new and existing services that dramatically reduces operations costs, assures delivery of new services, and enhances customer experience.

The proven Monolith platform is built with a single code set, a single database and a unified presentation interface, and it was built for multi-tenancy and carrier scale. A unified platform simplifies infrastructure and service complexities by normalizing device, fault, performance, topology, service logic, and component relationships in a single scalable repository. A unified presentation engine provides the information each user requires through customizable reports, dashboards, and portals, all with drill down capability. This enables a proactive and role-based management model that encompasses operations, business service and customer experience management in unified service assurance solution.

Complete Service Visibility

Monolith is capable of monitoring your entire infrastructure from a single console, receiving and processing events of any format with advanced filtering and correlation capabilities, and providing actionable reports with business and service impact analysis. With an open platform approach and an industry leading “Manager of Managers” capability, new services can be rapidly supported while at the same time enabling a tools consolidation and workflow transformation process. Monolith customers often retire multiple overlapping fault and performance monitoring tools to get immediate costs savings and a faster project ROI.

This unified approach to normalize and enrich event and performance metrics with topology and service relationships provides an industry best, service assurance solution, for new Ethernet and backhaul service rollouts along with broadband and other managed services. Accurate and timely reports and dashboards with complete service visibility can be provided to sales and marketing teams, company executives, partners and even to end customers.



End-to-End Performance Visibility

Monolith provides end-to-end visibility into the network performance and service levels for carrier and metro Ethernet services. This allows providers to effectively manage and optimize their new Ethernet and backhaul service rollouts for bandwidth capacity, service quality, and service level agreements. Monolith can collect event and performance metrics from any network device or integrate with element management systems for backhaul equipment providers and probes, such as Accedian, Adva, Alcatel Lucent, Cisco ASR, and Ericsson. Integrated topology management provides advanced discovery, mapping, and root-cause analysis to give a dynamic and visual representation of networks and service levels.

Addressing Backhaul Service Challenges

The challenges in delivering leading edge services are growing with the continual introduction of new transport technologies and suppliers, increasingly competitive pricing, and the demand for immediate service visibility. A proactive service assurance approach enables service providers to model, deliver and support new Ethernet and backhaul services that exceed their business and customer expectations. Monolith is addressing these challenges today for global carriers and communications service providers with its Unified Service Assurance solution.

“As a leading telecom operator in Europe, we continually strive to drive efficiencies in operating expenses as we grow, while delivering leading edge-services. Our Monolith Software platform has dramatically reduced costs while accelerating speed-to-market for service offerings and proactive customer-facing visibility.”

- DI Heinz Kotar, Head of NOC and OSS at Tele2 Austria.

Service Provider Challenges

Accurate and timely SLA reports for sales teams and their customers

Regional visibility to service levels for sales, marketing and operations teams

Executive and product team visibility into performance, availability and service levels

End-to-end visibility of network availability and performance for operations teams

Support multiple backhaul technologies and systems in different markets and regions

Notification of configuration change in devices and VLANs that could cause outages

Service impact analysis of network incidents and planned outages

Backhaul network capacity planning for different traffic types, markets and geographies

Reduce operations costs while improving agility and service levels

Monolith Unified Solution

Automated SLA creation, monitoring, and reporting in a multi-tenant dashboard

Business unit dashboards with SLA compliance reports for each market segment and service

Executive dashboards with SLA reporting for different customers, regions, and suppliers

Collect, monitor and alert on key performance indicators across all network layers

Unified collection and reporting on events and metrics from all EMS and device types

Monitor VLAN topography and alert on device and topology configuration changes

Tie physical with logical topology of networks, map to customers, and alert on outages

Regional or market specific service level and capacity monitoring and trending

Consolidate disparate and legacy systems and streamline workflows in a single unified system

About Monolith Software

Monolith Software provides a next generation, unified service assurance solution that integrates fault, performance, topology, and service level management in a single scalable software platform. Built from the ground up on a single codebase, the fully integrated and multi-tenant Monolith solution uses an open and holistic approach for data collection, enrichment, and unified visualization. Leading telecommunications and managed service providers and enterprises around the world use Monolith to unify and simplify their infrastructure management, consolidate disparate and legacy tools and to significantly reduce operations costs, and assure delivery of new services and enhance customer experience.