Optimize network operations & reduce expenses with real-time network management software tools

For service providers that need to maintain a predictably optimized Network Operations Center, gen-E Ops Center provides an integrated solution to positively impact the bottom line, optimize service quality & minimize network risks

Innovative service providers are looking to become proactive to ensure mission critical applications never go down. IBM Operations Analytics – Predictive Insights actually learns relationships between metrics, and will generate an alarm when an anomaly is observed, even without static thresholds. This provides increased accuracy, decreased alert volume, and prevents outages through predictive insight into the technology involved.

Because the gen-E Ops Center captures, correlates and analyzes all of the data in real time, it is able to provide predictive insights into the impact of day-to-day NOC operations on both service quality and operating expenses.

- Network Operations Metric Analytics are typically available 60-90 days after an incident occurs, eliminating the ability to proactively manage network optimization and reduce downtime.
- Service providers lack predictive insight into the financial aspects of service assurance.
- Unpredictable spending and QoS, due to an inability to evaluate the impact of day-to-day operations on both the quality of service and operating expenses.

At a Glance

The gen-E Ops Center is the first software solution designed to provide real-time predictive Network Operations insights to maximize service quality and network uptime against industry standards.

- Intuitive dashboard
- Located on premise or in a private, hybrid, or public cloud
- Service analytics with context
- Identify the bottom line impact for various courses of action.

Powered by IBM® NetCool, the number one Service Management software, gen-E Ops Center provides enhanced fault management developed specifically for Service Providers, based on best-of-breed industry standards.

Service Providers use a set of analytic measures or metrics called key performance indicators (KPIs) to track their performance and ensure that they are meeting their customers' expectations. These KPIs range from more standard metrics, such as mean time to repair and average revenue per user, to the more Service Provider specific metrics such as the number of customers out of service for more than 24 hours.

Service Providers choose the turn-key platform from gen-E Ops Center for its integrated solution that meets key Service Provider needs:

Integration: Integration interface that allows gen-E Ops Center to integrate with over 50 different OSS/BSS systems as well as an REST API which allows gen-E Ops Center to integrate easily with homegrown tools

Analytics: Service Analytics powered by Hadoop clustering technology speeds analysis and provides scalability as the volume of data to be analyzed continues to grow. This powerful technology enables real-time visibility due to the speed of data processing.

Visualization: Dynamic Dashboards provide instant access to Service Analytics

- Create easy to use models that demonstrate the potential impact of various courses of action on both service quality and operating expenses.
- Preconfigured views and collaboration features.
- Real-Time relevant event visibility allows SME's across the globe to quickly resolve the incident and reduce MTTR.

Activation: Built in interfaces that allow for easy integration with new services that are vital for telecommunications companies.

Automation: gen-E Ops Center reduces the "noise" of a network through specialized automations that are specific for MSO, Wireless, Wireline services and network devices. These automations also handle most of the Tier 1 troubleshooting processes, reducing time to resolution.

Flexibility: With gen-E's Flexible Pricing and Delivery Model, service providers are able to deploy the solution on premise, or in a private, hybrid or public cloud and with a pricing model that's been tailored to meet the needs of CSPs.