

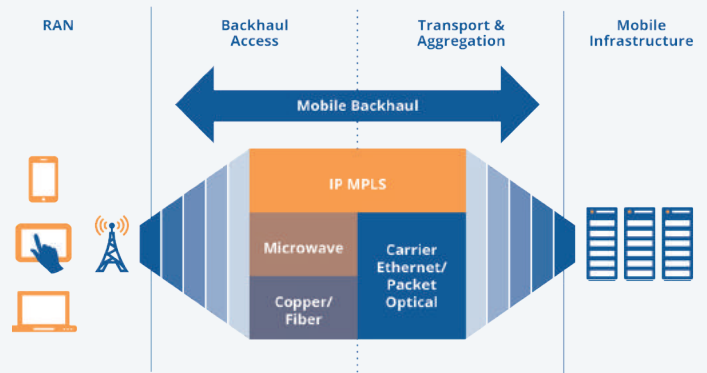
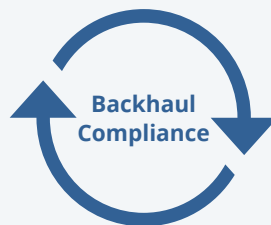
# SEVONE BACKHAUL COMPLIANCE SOLUTION:

Proactively monitoring the performance of the IP/Ethernet backhaul infrastructure, with customer-specific SLA metrics, often with multiple exclusion periods that need to be calculated, is critical to successfully assuring and proving contracted service levels are in compliance.

While incumbent vendor-specific Element Management Systems (EMSs) allow providers to generate SLA tests (e.g. Y.1731) across sections of their infrastructure, these vendor-specific systems are typically disjointed and unable to provide consolidated end-to-end visibility of compliance with contractual

SLAs. This inconsistent visibility is further compounded by the lack shortage of coordinated exclusion periods between EMSs, resulting in either time-consuming manual calculations, inaccurate SLA compliance reports, or both.

The SevOne Backhaul Compliance Solution 2.0 allows wireless carriers and multi-service operators to effectively manage backhaul expenditure and customer churn through comprehensive, exclusion period-based, SLA testing of their multi-vendor infrastructure.



## PROVE COMPLIANCE.

Immediately prove customer-specific contracted service levels are in compliance

## INCREASE TRANSPARENCY.

Increased SLA transparency with customers

## ISOLATE IMPACT.

Proactively isolate and alert on SLA compliance ahead of service impacting events

## HOW CAN SEVONE HELP WITH BACKHAUL COMPLIANCE?

This SevOne Solution enables Backhaul Carriers to immediately prove customer-specific contracted service levels are in compliance across a multi-vendor Backhaul infrastructure. With this increased SLA transparency, Carriers can proactively isolate and alert on SLA compliance ahead of service impacting events to meet and exceed customer expectations.

The SevOne Backhaul Compliance Solution provides:

- **Multi-tenant portal for the creation, sharing and saving of customer-specific SLA reports**
- **Customized SLA reports based on multiple, customer specific exception periods integrated with Customer Managed Databases (CMDDBs)**
- **Ability to apply SLA statistical calculations on aggregated poll data for a specific time period**
- **Immediate access to backhaul performance data to bid on new business with confidence**
- **Ability to proactively isolate and alert on SLAs prior to impacting events**

## WHAT KEY PERFORMANCE INDICATORS MATTER AND WHY?

The following KPIs, collected across operationally-defined parameters such as market, area and/or site for current, historical average and historical maximum, are critical in monitoring of Backhaul to understand traffic patterns, backhaul congestion, backhaul prioritization and backhaul service quality:

- **Circuit Availability**
- **Frame Jitter**
- **Data Delivery Rate**
- **Round Trip Delay**
- **Packet Loss**

Gathering and calculating these KPIs, requires the support of multiple technologies and vendors, including:

- **Layer 2 / Layer 3 testing (Y.1731, TWAMP)**
- **Today's Ethernet Services or Legacy TDM**
- **Vendors: Accedian, Nokia, Ciena, Cisco, Brix, Juniper**

The SevOne Platform then automatically calculates and displays pass/fail status for SLA metrics on a per tenant basis, including:

- **Mean Time to Repair** – measures average interruption time period for a defined local access and transport area (LATA) for multiple time periods as required for an agreed time. Calculations include TTR per occurrence and PASS/FAIL
- **Circuit Availability** – measures percentage of time of availability for an agreed time period, based on minutes of disruption time with PASS/FAIL calculations
- **Data Delivery Ratio** – measures the ratio of performance test frames successfully delivered versus those sent, with minimum, maximum, standard deviation and PASS/FAIL calculations.
- **One Way Frame Jitter** – measure the millisecond variance in frame delay between two frames as measured at ingress and egress UNIs, with minimum, maximum, standard deviation and PASS/FAIL calculations.
- **Round Trip Delay** – measures the time in milliseconds between performance tests sent from one UNI to another and back again, with minimum, maximum, and PASS/FAIL standard deviation calculations.

## PROFESSIONAL SERVICES, SUPPORT AND TRAINING

SevOne offers a complete set of services to help your organization make the most of your Backhaul Compliance investment, including:

- **Implementation Services**  
Ensure your SevOne Solution is successfully implemented to meet your requirements
- **Post Implementation Services**  
Engage with SevOne Professional Services for the life cycle of your project with a range of Business and Platform Optimization Services
- **Custom Integration**  
Integration with your existing tools and solutions based on customer specific requirements
- **Gold and Platinum Maintenance**  
A full suite of services from eSupport, Software Updates, 7x24 Technical Customer Assistance, 10-Day New Device and Log Certifications and more
- **Customer Training**  
Increase your team's effectiveness and on-going success with customer training sessions led by SevOne experts

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