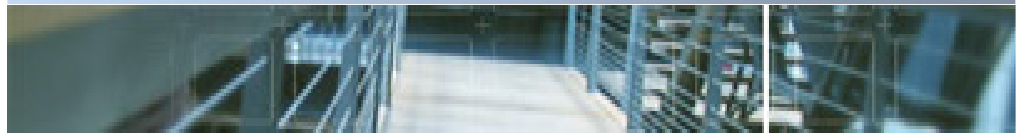




Parallon SLA BUS



Telecom Service Level Management Challenges

A number of large organizations nowadays outsource their network to Telecom Managed Service Providers (MSP) and that requires a service level agreements as part of their contract; however, the bulk of these agreements are managed inefficiently with tools from infrastructure vendors, homegrown reporting methods, or manual data collection. These inefficient approaches to service level management and reporting are labor intensive, time consuming, prone to human error, and incomplete. Performance reports are typically generated following the measurement period. This forces MSPs to deliver reports late, and as a result there is no opportunity to correct underperforming services. Performance debates invariably occur, and customer satisfaction is negatively affected. In addition, these approaches take an unbalanced view of service level reporting. A company's reporting tools might be able to accurately indicate whether the solution is up or down, but they do not employ network monitoring tools to understand network availability, nor do they monitor helpdesk incidents for open, relevant tickets, or incorporate user simulation information. Parallon Service Level Management solution goes beyond the SLA. It is a full blown SLM system that provides the Telecom MSPs a customer-centric service view of the networks and help MSPs not only produce the SLA report but also manage the service effectively and meet the SLAs.

Parallon SLA Bus is integrated with HP Software provides a Service Level Management platform that no other vendor can offer as a turn key solution.

Key Benefits:

- Integrated with HP Software
 - HP Operations Manager
 - HP Service Manager
 - HP Network Node Manager
 - HP Performance Insight
 - HP Service Navigator
 - HP BAC
- Ready SLAs for Telco MSP
- Web Based GUI
- Data Warehouse for SLA data
- End-to-end service visibility
- ITIL V3-based solution
- Rapid return on investment

About Parallon SLA Bus

Parallon SLA Bus is a middleware for the HP Software to build complex Telecom SLAs, generate customer network service views and produce the SLA report. The SLA Bus was built through our field experience in delivering Telco SLM solutions and addresses practical problems that no other platform in the world can accommodate. Our leading Service Level Management solution, automates, activates and accelerates the management, monitoring, and reporting of all service level agreements and service delivery for enterprises and service providers. The solution enhances an organization's ability to use the HP Software Platform and define the service catalog and measurement metrics, establish contractual obligations and performance targets, monitor performance against these targets in real-time, take action based on this performance, collaboratively report performance to both the service provider and the service consumer. For the first time, enterprises and service providers have complete visibility into their service level agreements and can proactively manage service delivery across business and technology infrastructures from one solution. As a result, Telecom organizations are able to:

- Improve the quality of their network services
- Improve customer acquisition, satisfaction, and retention
- Improve corporate governance and reduce business risk
- Understand the cost implications of service level agreements—in real time—for penalties, credits and ongoing performance.

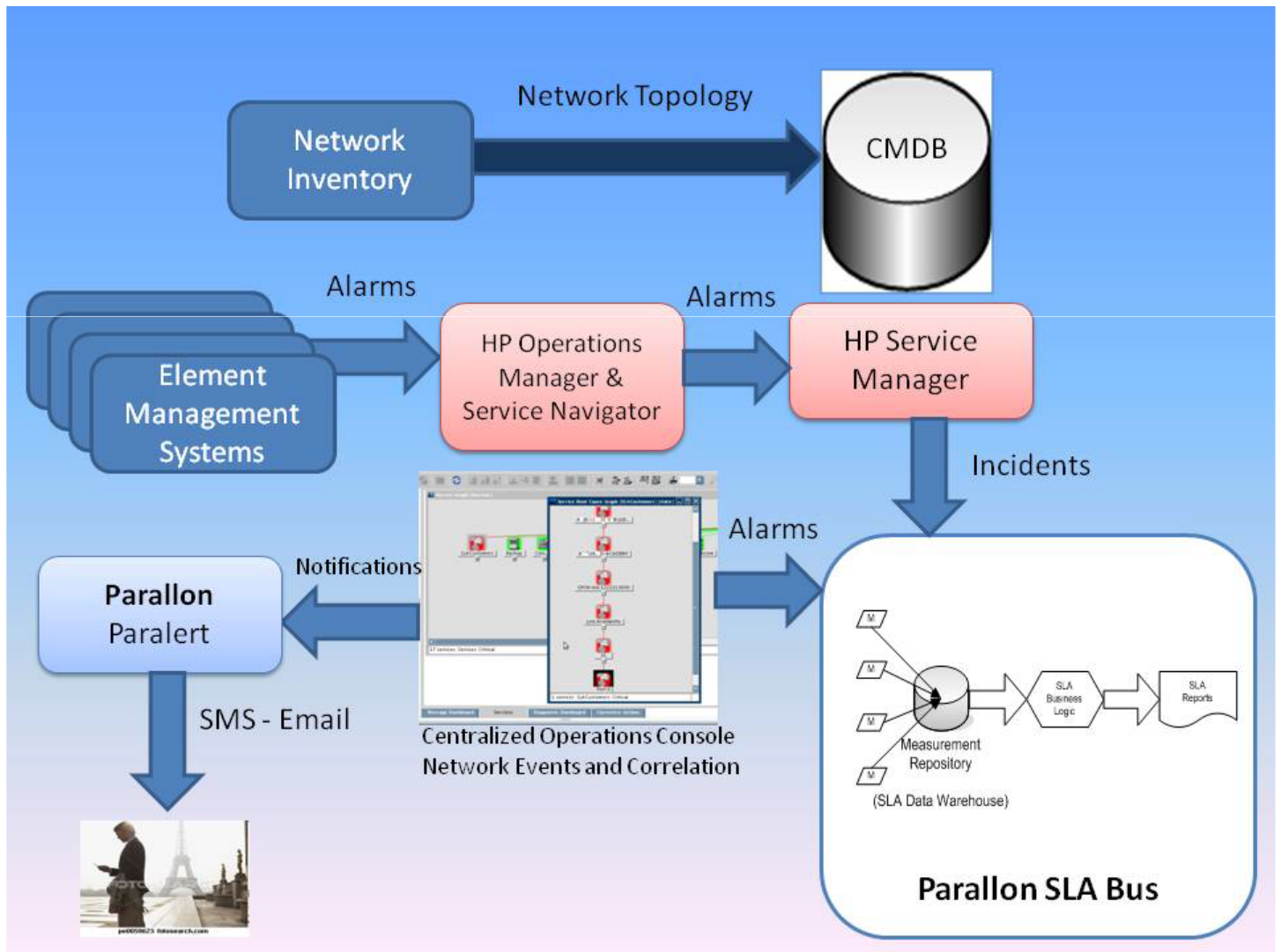


Parallon SLA BUS



Other vendors offer you pieces, we offer a...

Complete Service Level Management Solution for Telecom Managed Service Providers



The Experts for IT Service Management



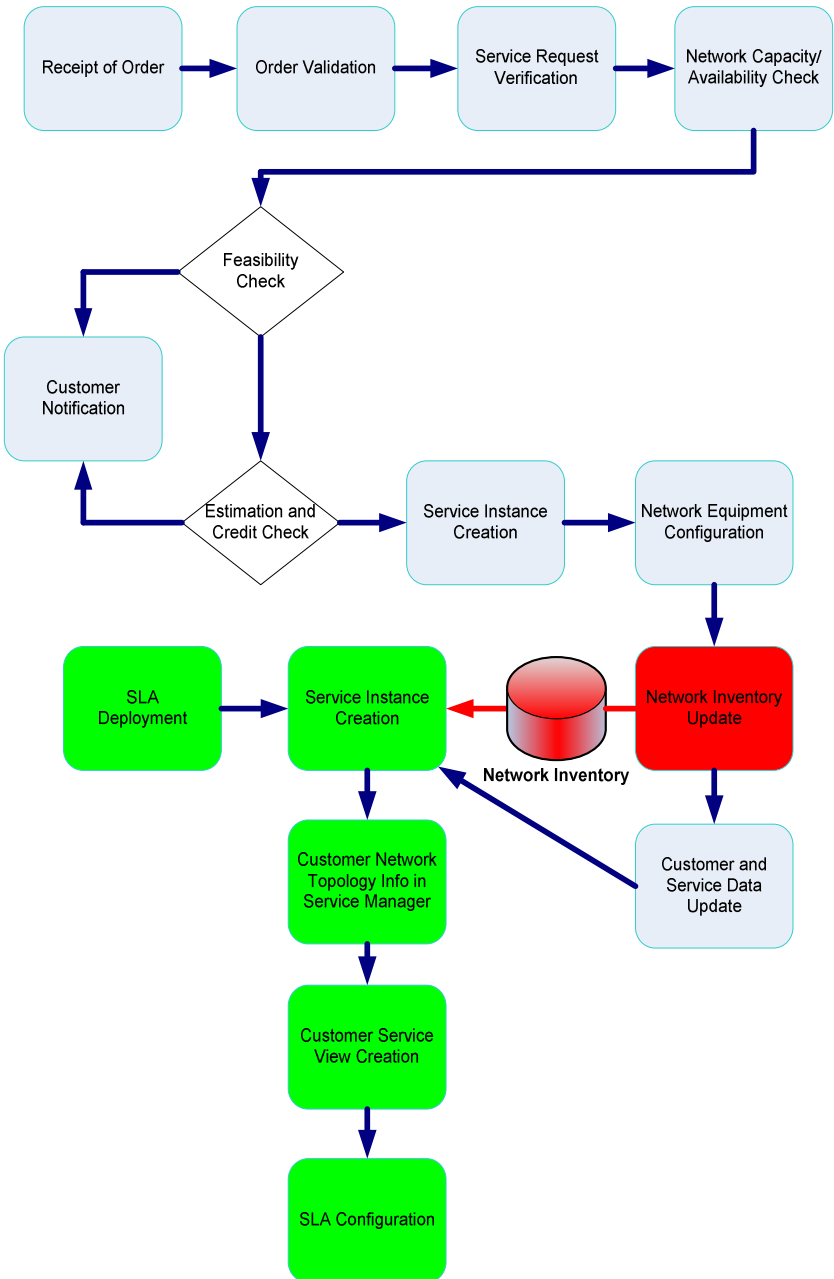
Parallon SLA BUS

A Telco SLM Solution that integrates in your provisioning and billing system for automatic SLA deployment .

The Parallon SLA Bus integrates with billing systems and provides that charges in CDR format for automatic billing .

Parallon's consultants understand the Telecom network MSP business and SLAs. We will help your organization design and deploy the right solution for your business.

From monitoring to service support based on e-TOM and ITIL to the SLA report going out to the end-customer.





enterprise solutions require enterprise experience

IT Infrastructure & Operations Management

- Systems Management
- Network Management
- Application Performance
- Database Management
- Software Distribution

IT Service Management

- Incident Management
- Change Management
- Configuration Management (CMDB)
- Problem Management
- Reporting and Service Level Agreement
- IT Dashboards
- ITIL Processes

IT Asset Management

- Asset Discovery
- Financials
- Procurement
- Contract Management
- Vendor Management

Business Service Management

- Business Flow Monitoring
- Service Mapping

Support Services

- Openview Software Support
- Openview Operational Outsourcing

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