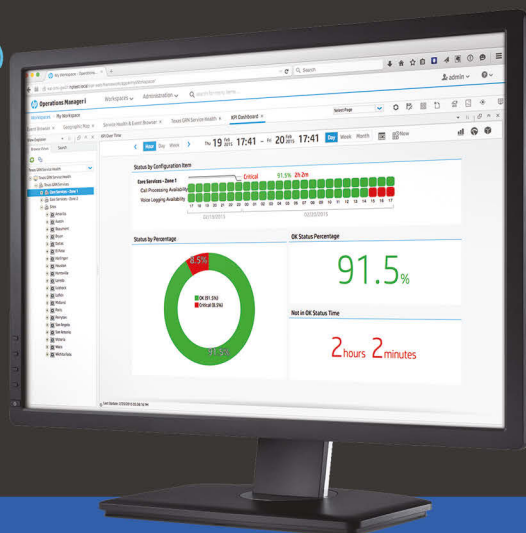


# MANAGER OF MANAGERS

VIEW AN ENTIRE ASTRO® 25 OR DIMETRA SYSTEM THROUGH A SINGLE PANE OF GLASS!



## THE CHALLENGES

- ▶ Substantial amounts of system data flowing through multiple sources makes effective system management nearly impossible.
- ▶ The root cause of issues can be difficult to track without a complete system view.
- ▶ When too many events happen simultaneously, a lack of intelligent event filtering and correlation can add to an already challenging situation.
- ▶ System managers have no central application in which to track and analyze Service Level Agreement compliance.
- ▶ Service impact and SLA compliance need to be recognized in real time.



## THE SOLUTIONS

- ▶ MoM provides a single focal point view across a complex two-way communications environment of multiple ASTRO 25 or Dimetra zones.
- ▶ Data is filtered and correlated so that issues are quickly pinpointed down to their root cause.
- ▶ Integrated service level monitoring and measurement ensures resources are focused on addressing issues that impact critical services.
- ▶ Outages are reduced due to real-time trouble ticket escalation.
- ▶ The flexible web-based console may be accessed from anywhere.

## FUNCTIONALITY OVERVIEW

- ▶ Alarm Notification Automation
- ▶ Network Visualization
- ▶ Service Health / Service Level Monitoring
- ▶ Business Impact Monitoring
- ▶ Downtime Management

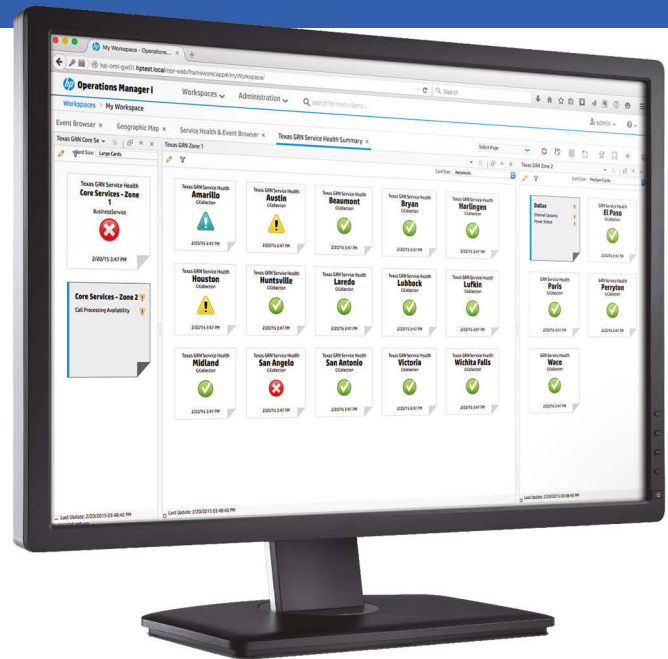


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# MANAGER OF MANAGERS

## FUNCTIONALITY

- ▶ Provides a single pane of glass view across a multi-technology, multi-vendor network — there is no need to monitor multiple systems. All major network components are consolidated:
  - ▶ ASTRO 25® radio network
  - ▶ Backhaul network
  - ▶ CEN networks
  - ▶ Voice loggers
  - ▶ Other servers and applications
- ▶ Cleans up the event stream by consolidating, correlating and automating alarms. Duplicates are eliminated and short outages and events are suppressed. Trouble tickets are generated automatically. Event processes are enriched with external data to provide additional information.
- ▶ Provides a better visualization of the network:
  - ▶ Hierarchical views can be customized to suit the customer
  - ▶ Displays plain English descriptions
  - ▶ Geographic views using Google Earth™ layers
- ▶ Monitors and measures Service Level Agreement compliance over time.
- ▶ Manages scheduled downtime maintenance without affecting SLA compliance. CIs can be selected from site wide down to a specific device. A wizard-driven interface makes the process function smoothly.
- ▶ The flexible web console enables access from any location.



## BOTTOM LINE BENEFITS

- ▶ Increases operator efficiency with a single focal point for fault management
- ▶ At-a-glance visibility of key services and sites
- ▶ Reduced fault duration due to more rapid triage and root cause analysis
- ▶ Shorter outage duration due to real-time escalation
- ▶ Reduction in administrative overhead associated with preventative maintenance conditions
- ▶ Ensures resources are focused on addressing issues that impact critical services

## CONTACT GENESIS

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