Maintaining high system availability and performance is critical. As a Radio System Manager, it is important for you to be able to quickly assess any impact on the services offered to your users. Regardless of the circumstance, you need a solution that can pinpoint, in a clear and concise way, the information needed to get to the source of the issue and ultimately the resolution. The GenWatch3® Unified Event Manager (UEM) Enhancement helps Radio System Managers monitor the health of their system hardware and analyze trends to proactively maintain high system quality of service.

CONTROL THE CLUTTER

Often times, when an incident occurs it results in a flood of alarms rapidly being sent to the Motorola UEM. This adds risk that important data could be missed leaving Radio System Managers with only part of the entire picture needed to help resolve network issues. The GenWatch3 UEM Enhancement has the ability to throttle back the alarms received from the Motorola UEM at a reduced rate to prevent lost data, and filter them to only capture information that is useful to a Radio System Manager based on their preference. If needed, the alarms can also be forwarded to other devices.

All alarms are stored in the same database as GenWatch3 ATIA for as long as desired which provides the ability to run reports and view trends.

LET’S TALK

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Free training: genesisworld.com/30minthursday
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IMPROVED WORKLOAD PRIORITIZATION

Most radio systems are managed by a limited number of people. Therefore it’s impossible to diagnose and address every device that is in an alarm state. The GenWatch3® browser-delivered map and dashboard tools enables Radio System Managers and their teams to be more productive. Features like the Severity Threshold Setting can narrow the view to only show devices that are in a specified severity level. This not only ensures critical events are not missed, but also opens up the opportunity to focus other tasks that may need more immediate attention.

Trigger is another helpful feature to notify Radio System Managers that an event has occurred. This eliminates the need for them to be in front of the screen but still stay connected to the health and performance of their radio infrastructure. It’s almost as if an additional resource is gained just by using the software.

TAKE OUT THE GUESSWORK

The GenWatch3 UEM Enhancement provides Radio System Managers with detailed information on each device in an alarm state. This includes the impacted equipment, a timestamp of when the alarm initiated and cleared, as well as a straightforward description of the event. The ability to run historical reports on alarms is equally important as this could be an early indication when a device needs to be replaced before it fails.

YOU DESERVE TO GET THE MOST OUT OF YOUR ASTRO 25 SYSTEM INVESTMENT!

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