



StableNet® Enterprise

Automated IT Management & Business Service Assurance



Our Strengths

Innovation & Quality





About Infosim®

Infosim® is a leading manufacturer of automated Service Fulfillment and Service Assurance solutions for Telcos, ISPs, Managed Service Providers and Corporations. Since 2003, Infosim® has been developing and providing StableNet® to Telco and Enterprise customers. Infosim® is privately held with offices in Germany (Wuerzburg - Headquarter), USA (Austin) and Singapore.

Infosim® develops and markets StableNet®, the leading unified software solution for Fault, Performance and Configuration Management. StableNet® is available in two versions:

- Telco (for Telecom Operators and ISPs) and
- Enterprise (for Corporations)

StableNet® is a single platform unified solution designed to address today's many operational and technical challenges of managing distributed and mission-critical IT infrastructures.

Many leading organizations and Network Service Providers have selected StableNet® due to its rich set of features and reduction in OPEX & CAPEX. Many of our customers are well-known global brands spanning all market sectors.

At Infosim®, we place paramount focus on customer satisfaction. We uphold an indomitable spirit for innovation and high quality products.

Why Infosim®?

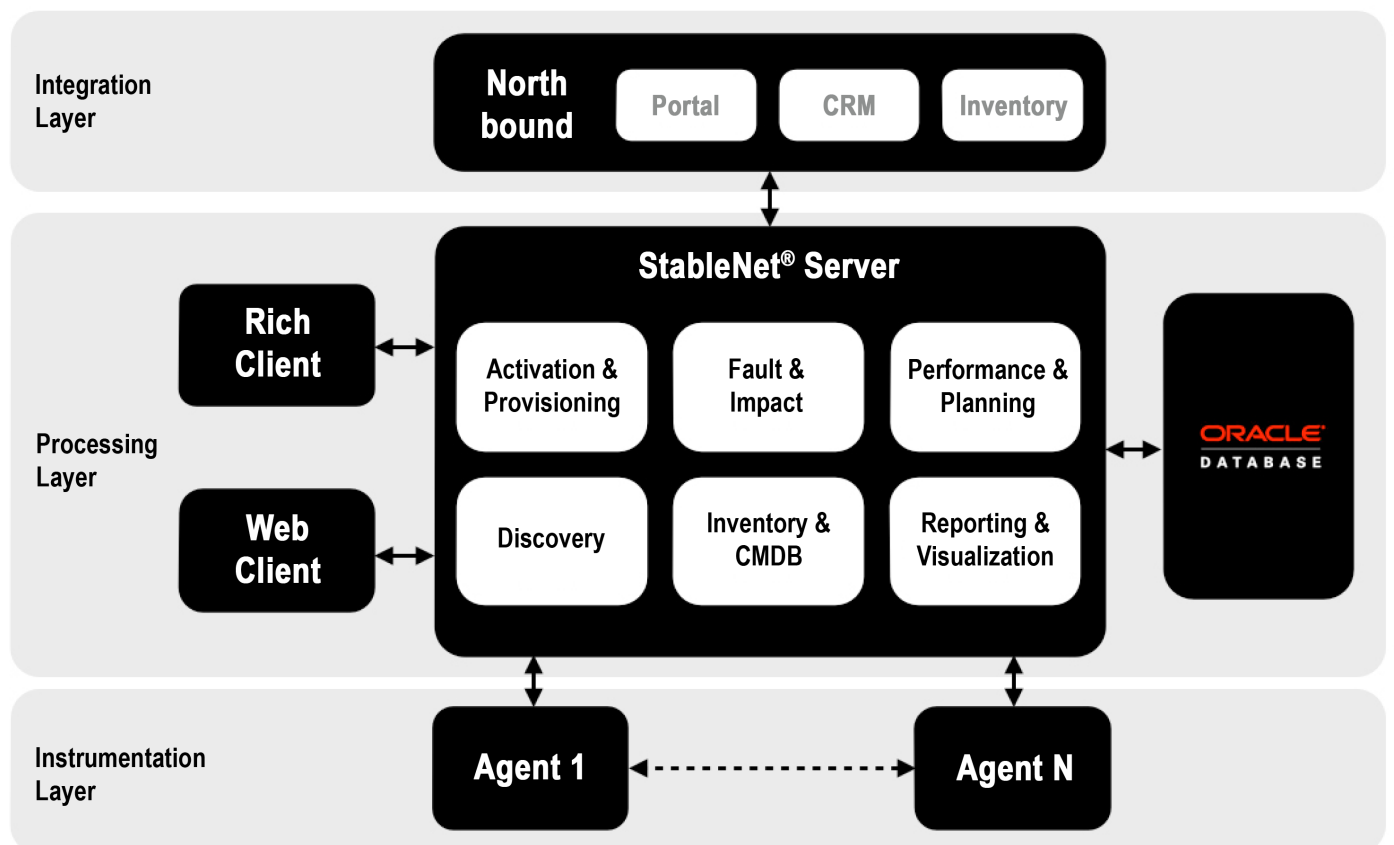
- Quality software design you can trust and rely on
- Proven solution with a large number of installed sites
- Unified solution which covers Configuration, Fault/RCA and Performance Management in a single product
- Reduction in OPEX & CAPEX via product consolidation, step-by-step migration and retirement of existing legacy element management solutions
- Automated Service Delivery directly from your Integrated Service Catalog
- Configuration & Policy Governance that maximizes Service Availability and reduces MTTR
- Rapid ROI by reduction in OPEX & CAPEX and customer service credits realized via greater Service Availability
- SOA-based technology, meaning it is highly integrable and flexible

Differentiation

StableNet® is a 3rd generation highly automated Network Management System. The key differentiation of StableNet® to other legacy type Operational Support Systems (OSS) is that StableNet® is a unified OSS system with three integrated functionalities that focus on Fault, Performance and Configuration Management, with automated Root-Cause-Analysis (RCA). StableNet® can be deployed on a Multi-Tenant, Multi-Customer, or Dedicated platform and can be operated in a highly flexible and dynamic environment like a Cloud or dynamic flex-compute environment.

Service Oriented Architecture

The StableNet® Platform



Infosim® recommends Oracle®. Other supported databases: MySQL™.

StableNet® Enterprise

Business Critical IT

Current and reliable data is a crucial for making solid strategic and operational decisions. This data is the foundation for budgeting, forecasting, analyzing, reporting, and lastly improving your business. Intelligent solutions are necessary for driving cost reduction, enhancing resiliency, and raising user experience. Solutions must work seamlessly across enterprises as well as business units.

Three Solutions - One Software

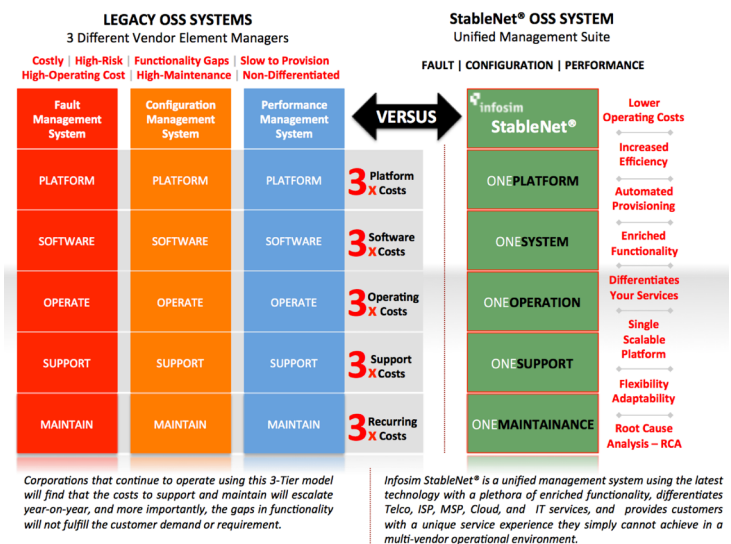
StableNet® incorporates Fault, Performance and Configuration Management on a single platform. This does not only reduce the total costs of ownership (TCO), but also increases synergy effects between the three solutions. In addition, it shortens the time to value and market.

StableNet® Enterprise provides End-to-End visibility into the IT infrastructure. This guarantees a smooth and stable network operation. Bottlenecks can be localized and eliminated proactively, so that link overload and connection losses can be avoided. This leads to an improvement of network efficiency and a reduction of costs at the same time.

Three Solutions - Various Applications

StableNet® provides game-changing economics. It is a one-stop solution for virtually managing all needs of your organization:

- Inventory & Lifecycle Management
- Network Management
- Server Management
- Application Management
- VoIP Management
- Business Process Management
- Process Automation





StableNet® Enterprise

Three Solutions - One Product

StableNet® integrates Fault Management (FM), Performance Management (PM) and Network Configuration and Change Management (NCCM) on one single platform. This innovation reduces capital and operational expenses. StableNet® Enterprise facilitates the optimal utilization of your network's capacity at the highest possible level of stability. Infosim® solutions integrate seamlessly into existing network management systems.



Performance Management Service Assurance

www.Infosim.net

StableNet Report
StableNet Report

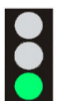
Server Status Report 1 - Houston

Executive Summary

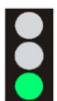
This section shows a summary for quick reference. More details can be found in the respective sections below. A green traffic light shows that no problems were found in this area during the reporting period. An amber traffic light indicates that no immediate problem was detected but you should keep a watchful eye on it. If a traffic light shows red color, immediate action is recommended. It is strongly recommended that you look at the details in the sections below for more information. Your Account Manager will be happy to assist you.



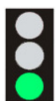
Connectivity



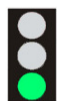
Utilization
(InBound)



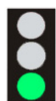
Utilization
(OutBound)



IT Services



Production



SAP System



CompCenter



Storages

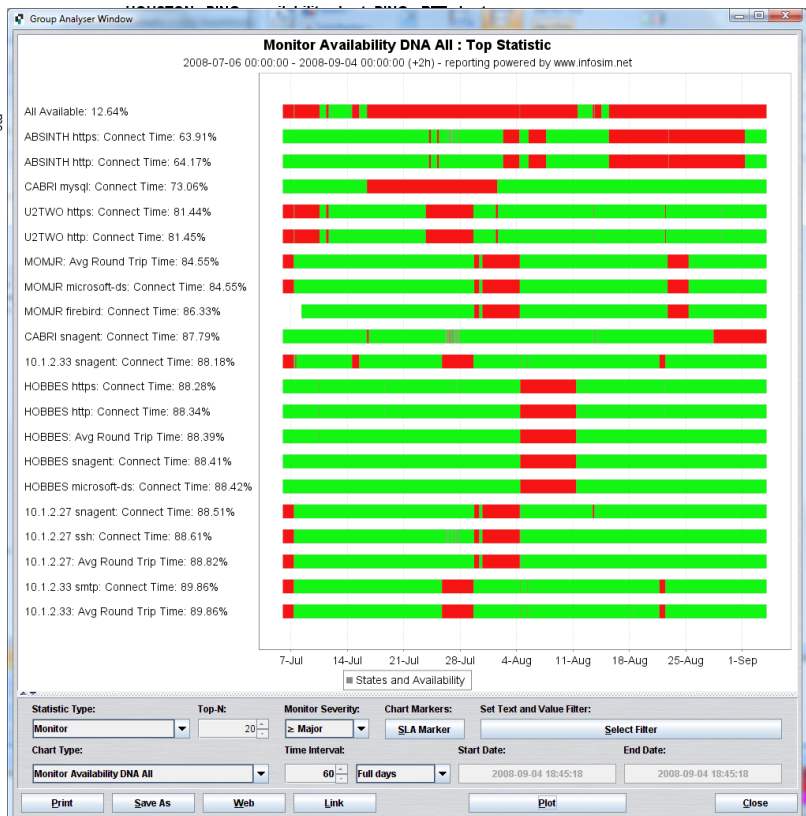
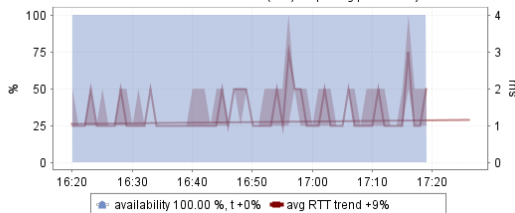


All Services

Latency and Availability

HOUSTON : PING - availability chart, PING - RTT chart

2011-05-19 16:20:00 - 2011-05-19 17:20:00 (+2h) - reporting powered by www.infosim.net





Service Level Management (SLM)



StableNet® includes an advanced Service Level Management (SLM) and reporting system for networks, servers and applications. This provides network operators the flexibility for collecting and reporting KPIs that are most important to them and their customers.

StableNet® collects and imports data from different data sources and protocols like SNMP, NetFlow, WMI, IP-SLA, CDRs, CSVs or SQL. It is also possible to actively simulate traffic like VoIP or Video and measure quality parameters like MOS or R-Factor. These data can be flexible aggregated to user-defined KPIs.

StableNet® runs 24/7 and identifies and reports IT infrastructure performance and events on a real-time basis. In addition, the software performs historical reporting for identifying long-term trends.

- Understand the quality of service provided to end users
- Increase business revenue by reducing outages that directly affect business operations

SLA Reports

SLA reports document the network operator's delivery against contractual obligations. They are often less detailed than performance reports and only show performance at the service layer; lower layer information such as the underlying transport network are usually not included.

Usage Reports

Usage reports show utilization, volume and throughput with baselines, top N and trends. Going beyond monthly totals for providing time lines can help users to understand peak and off-peak loads. In addition, they assist in sizing the network correctly for meeting actual demands.

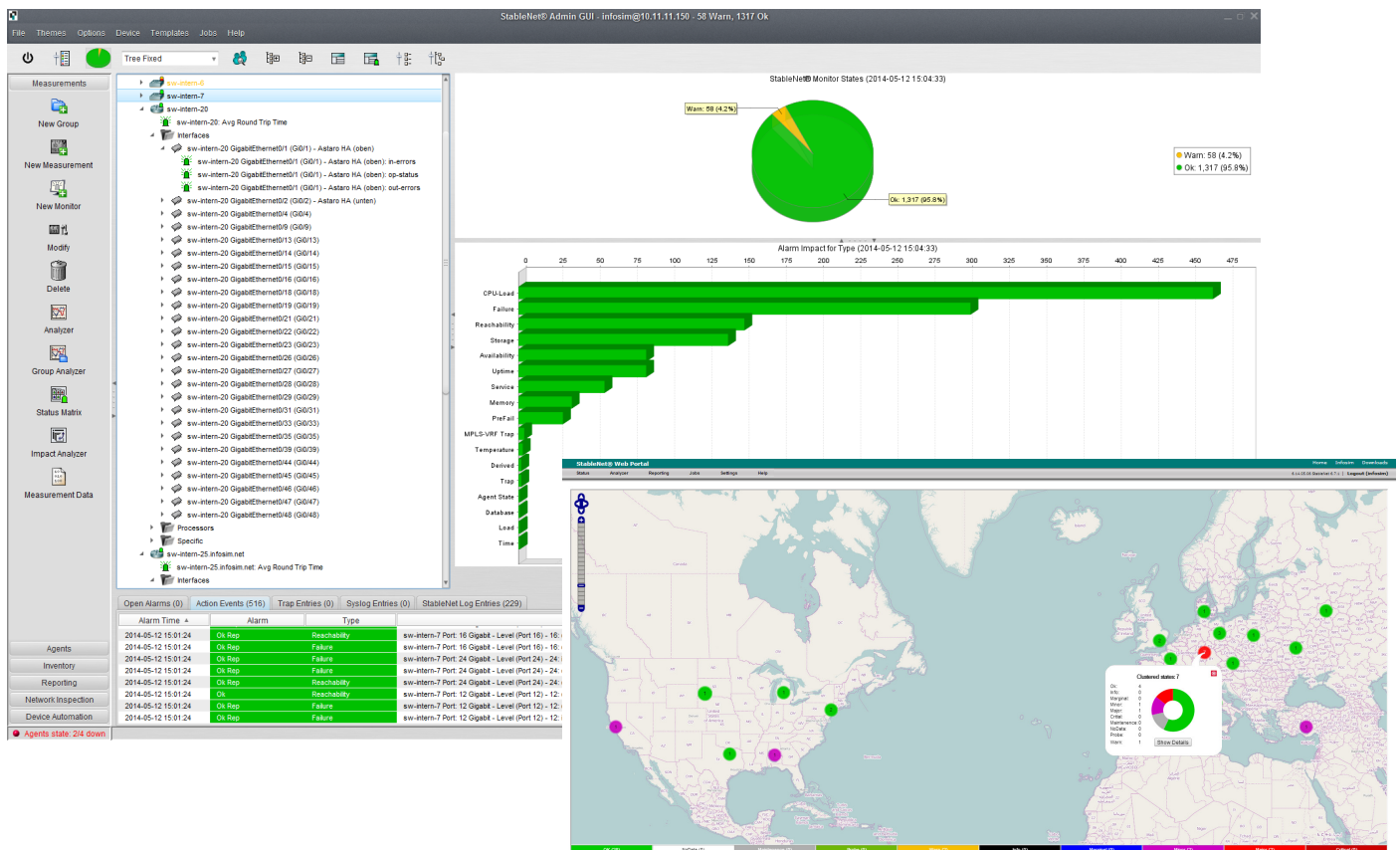
QoS Reports

QoS reports help customers to understand performance and usage per Class-of-Service (CoS). This is important for converged networks like IP-based RANs. For best performance results, QoS reports include information which is necessary for correct classification as well as for application traffic tuning.

- Increase customer satisfaction and loyalty by ensuring that services used directly by consumers are responsive and available whenever required
- Plan proactively for meeting future business requirements including workload volumes and necessary service levels
- Increase ROI on IT assets by balancing workloads and obtaining the highest levels of component utilization while still meeting service level requirements
- Reduce or eliminate penalties associated with contractual commitments for meeting specified service levels

StableNet® provides a highly flexible reporting engine. All reports can be fully customized to best meet specific requirements. A graphical report designer allows to create reports in simple point-and-click fashion. StableNet® supports PDF, Excel and HTML format. Reports can be forwarded on schedule, i.e. with hourly/daily/weekly/monthly output or on-demand as desired.

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Root-Cause and Impact Management

StableNet® provides automated Root-Cause-Analysis (RCA) and service impact management for networks, systems and services. Hereby, engineers can focus on service-affecting events and prioritize them at the same time.

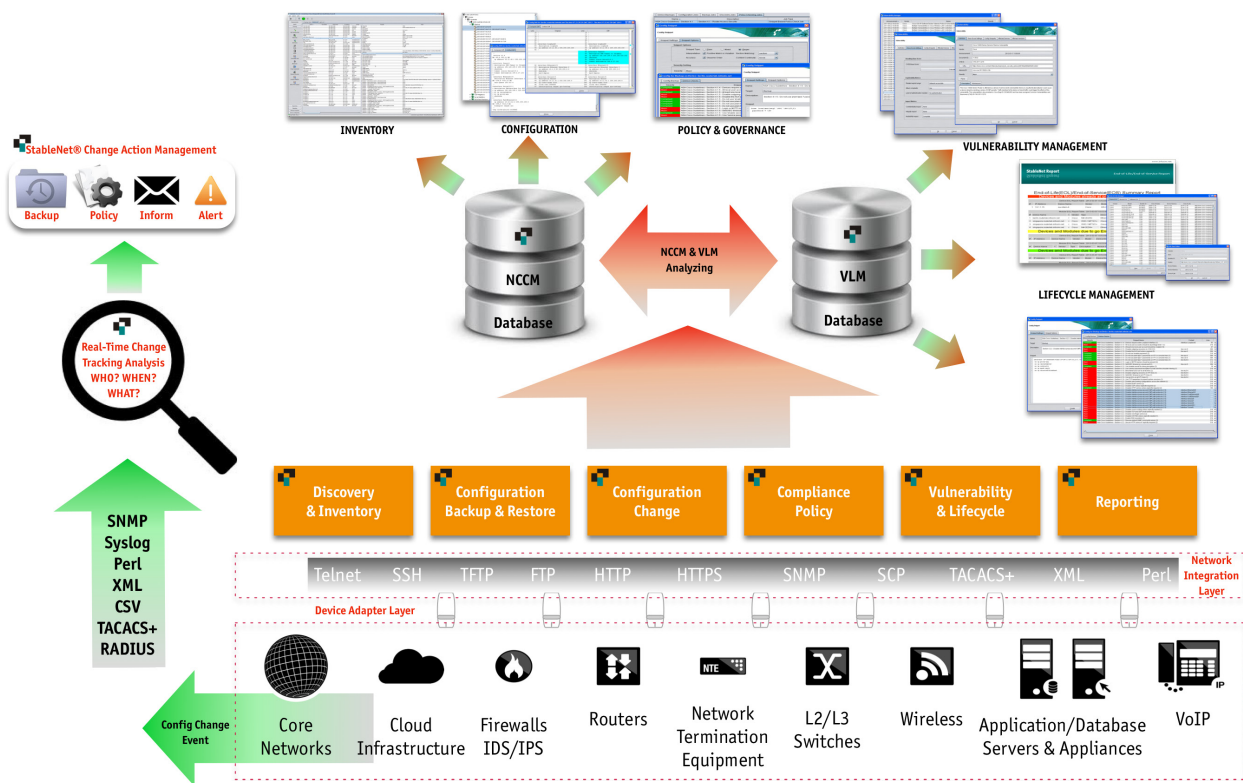
StableNet® uses a combination of threshold monitoring, SNMP trap processing and syslog processing for performing automated problem analysis in real-time. Events are correlated by the built-in RCA subsystem without the need to write and update correlation rules. Alarm dashboards and notifications are enriched with business and service information. This provides NOC engineers with understandable and actionable information.

Extensive reporting capabilities provide invaluable data for network planners and network managers.

StableNet® integrates with existing management applications and 3rd party applications. For example, if a trouble ticket application is used for tracking problems and resolutions, StableNet® integrates with the application in order to open a trouble ticket upon failure detection and closes it automatically upon clearance of the failure.

- Correlates root-cause events automatically without coding or updating rules
- Enriches alarm information and dashboards with business impact information
- Provisions alarm monitors for all relevant KPIs of all network assets automatically
- Supports integration with SMS, pager, email, trouble ticket and script execution on alarm events
- Provides best-in-class event reports and statistics
- Provides a real-time status dashboard of all assets and services

Provisioning & Configuration Service Fulfillment



StableNet® is Vendor-Agnostic - supports more than 60+ Manufacturer Types and over 800+ Model Types.



Configuration & Change Management

The StableNet® NCCM module delivers key Network Configuration and Change Management functions including real-time configuration backup and restoration, process-oriented change management, and configuration policy management. In addition, two subscription services for vulnerability and End-of-Life/End-of-Service updates are available for covering security and business requirements.

The NCCM module is a fully integrated component of the StableNet® family, using the same common core services, device interaction layers and user interfaces. It delivers a true 'single product' management solution with a greatly reduced time for user familiarization.

Organizations can never truly eliminate the ad-hoc changes to network device configurations, but with the StableNet® NCCM module the impact of these changes can be mitigated. Larger scale changes can be structured into change process jobs for controlled execution and can be rolled back at any time. Configuration changes can be made either by using simple CLI commands or more powerful logic-based snippets and templates to enable less technical staff making routine changes.

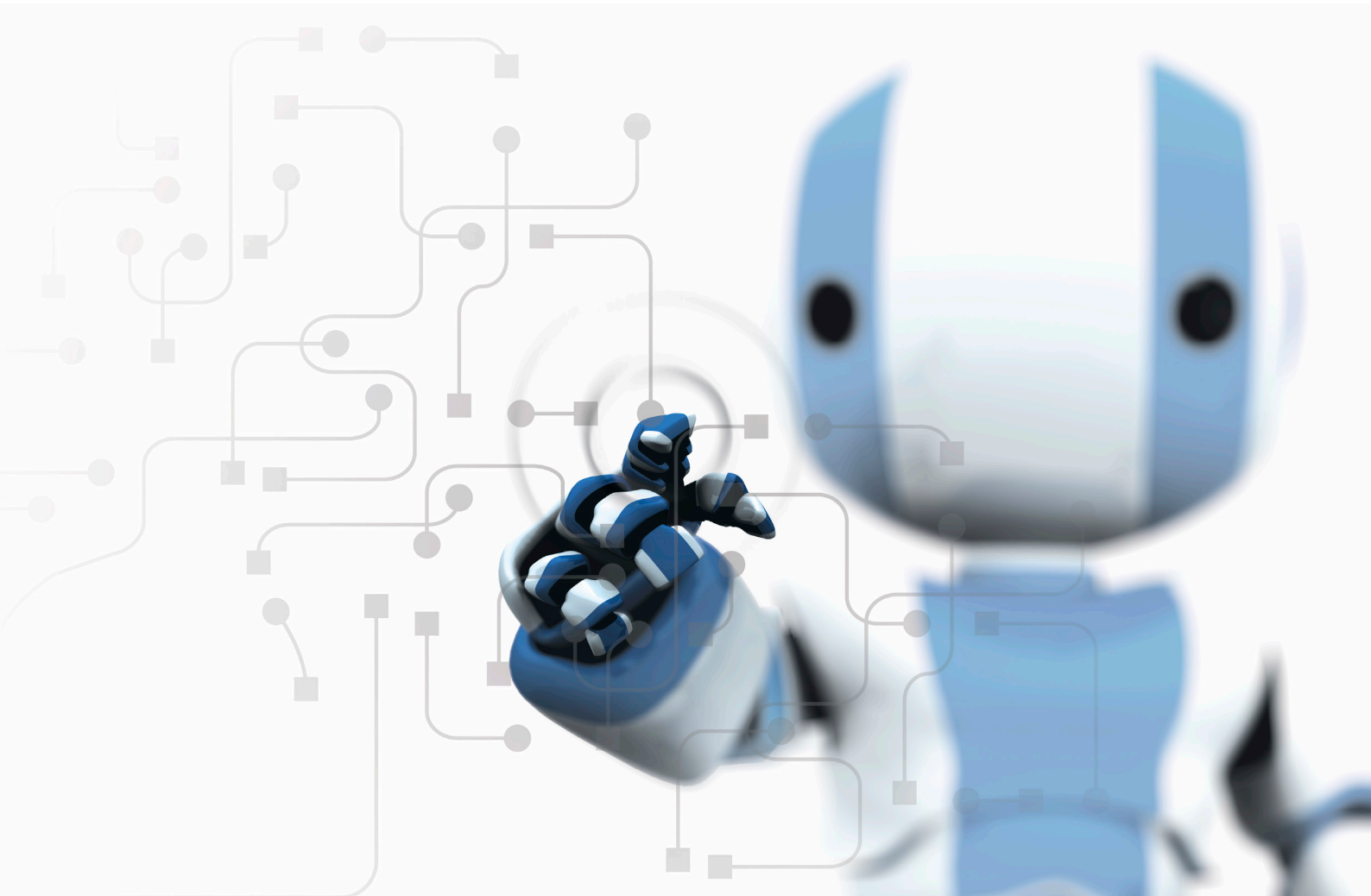
Key for managing device configurations is ensuring that they meet the corporate standards. The StableNet® NCCM module allows these configuration standards to be built into policies that can be applied to devices. Therefore, action can be taken if a device is in violation of these policies. Policies can be built by using standard pattern matching techniques, advanced scriptlets for repetition checking and full script logic. This allows the user to create policies in order to cover even the most complex requirements.

An organization using the StableNet® NCCM module can build rules to locate devices within their estate that have vulnerabilities. They can take advantage of a new service on an annual contract basis which automatically distributes new vulnerability notifications directly to the customer. This will ensure that the customer network is immediately checked for any new vulnerability notifications and will reduce the time the network is exposed to potential danger.

Main Benefits

- Ensures a complete configuration backup for all devices under management
- Versioning of all configuration backups for easy restoration to previous known state
- Automates complex tasks into simple templates
- Accelerates time for completing changes and rollouts
- Eliminates the risk associated with human error in the change process
- Enforces corporate policies and quickly views configuration deviations from those standards
- Ensures compliance with regulatory requirements such as Sarbanes-Oxley or Basel2 with a full audit trail
- Enables the use of Best Practices within an organization such as ITIL® v2/v3
- Systematically locates devices within the estate that have known vulnerabilities and mitigates against those risks
- Identifies devices that have reached End-of-Life or End-of-Service before issues arise

StableNet[®] and ITIL[®] **Service Assurance**



StableNet® & ITIL®

Businesses prioritize service delivery, support processes and define the appropriate workflow in order to gain competitive advantages. The standard guideline for this is ITIL®. Hence, StableNet® supports various ITIL® processes in the configuration management and service delivery sector.

The two critical core sectors of ITIL® are Service Support and Service Delivery. The first one, Service Support, focuses on daily operational management and support, and consists of these six processes:

- Service/Help Desk
- Incident Management
- Problem Management
- Configuration Management
- Change Management and
- Release Management

However, Service Delivery focuses on the delivery of IT services from a long-term perspective. The sector consists of the following five processes:

- Service Level Management
- IT Financial Management
- Capacity Management
- Continuity Management and
- Availability Management

StableNet® Enterprise contributes to cost savings and increases your IT department's ability to respond to changes in the business environment efficiently by supporting ITIL® processes such as fault detection, reporting and performance monitoring. The table below shows ITIL® processes in comparison to the StableNet® Enterprise feature set.

Service Support		Service Delivery	
	Service/Help Desk		Service Level Management
	Incident Management		IT Financial Management
	Problem Management		Capacity Management
	Configuration Management		Continuity Management
	Change Management		Availability Management
	Release Management		

ITIL® Service Management.

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We look forward to hearing from you!

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