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# Coriant Transcend™ Chorus for Packet - Service Fault Monitoring Package

*Improve Service Quality and Customer Satisfaction with Advanced Fault Monitoring*

Coriant Transcend™ Chorus is a powerful element, network, and service management system for Coriant and third-party network elements. Currently supported devices include Coriant® 8600 and 8800 Smart Routers, Coriant® 7090 CE Packet Transport Platform, Coriant® 6300 Series, and Coriant® 8100 Managed Access System.

The solution offers a programmable and easily extendable network management platform specializing in advanced end-to-end service management, monitoring, and troubleshooting as well as other network-level automation tools. The Transcend Chorus solution has a powerful normalized network model and southbound integration layer providing smooth and fast integration of new devices.

The Service Fault Monitoring Package helps service providers to react to faults in the network based on the priority of the affected services.

## FEATURES AND BENEFITS

The Service Fault Monitoring Package enables the operator to monitor the network by category or customer level, instead of only by port or element level. In addition, it provides a tool to enable different kinds of objects to be grouped and monitored as one logical service.

## SERVICE FAULT MONITORING

The Service Fault Monitoring Package enables real time supervision of services—pseudowires, IP VPNs, Optical/OTN circuits, TDM circuits and VLAN VPNs – assigned to a certain customer, service or collection of predefined services (termed ‘category’).

Service faults can be filtered by customer or service. To further simplify the fault monitoring process, the graphical view can be configured so that only the selected categories are displayed and monitored. The appearance of category, customer and service symbols follow the same color coding and blinking status as other objects in the standard Fault Management System windows.

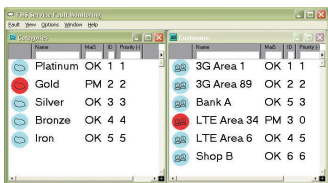


Figure 1: Service Fault Monitoring Window

## BENEFITS OF THE CORIANT TRANSCEND™ CHORUS FOR PACKET SERVICE FAULT MONITORING PACKAGE

- **Improve service quality and customer satisfaction** with advanced fault monitoring
- **Reduce downtime and service level agreement penalties**
- **Supervise the network in real time** with highly visual fault monitoring displays
- **Monitor the network** by customer or service type
- **Prioritize services** and respond to faults accordingly
- **Tailor implementation of the Fault Monitoring Package** to suit particular network requirements



## Advanced Fault Management Improves Service Quality and Reduces Downtime

Transcend Chorus offers network management for optical, mobile and business Ethernet platforms.

The Fault Management Package is a powerful yet easy-to-use fault management service for the entire network. It enables operators to prioritize services according to their importance and monitor and respond to faults accordingly. The results can include improved service quality, reduced downtime and less exposure to service level agreement penalties.

## SERVICE FAULTS

All faulty services and their fault status details for the corresponding category, customer or service are listed in the Faulty Services report. In the Faulty Services report, the operator can see the related network element faults for each service fault, and also see which other services are affected by particular element faults.

## SERVICE MANAGEMENT TOOL

The Service Management Tool allows the operator to combine and manage many unrelated objects, such as circuits and pseudowires, as one logical service group that can be monitored by the Service Fault Monitoring applications.

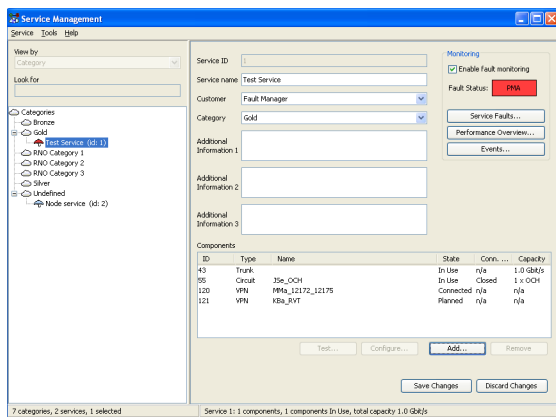


Figure 2: Service Management Tool

The connections can be grouped together to form a service group object which can be monitored as one entity in the Service Fault Monitoring. It is also possible to associate trunks and nodes with a service group object. In the Service Management window, the operator can see all the components associated and launch associated tools with each of the components such as the Router Tool, Circuit Loop Test, VPN Provisioning, Packet Loop Test, etc.

The logical services can be monitored as one entity in the Faulty Services report. The Service Management window also displays the fault status.

There are no restrictions on how to group connections in the network into services groups. It is possible to associate the same connection with several services groups and there are several ways to group the connections.

The Service Management Tool can be used in a number of different ways. For instance, the operator may group the circuits and VPNs so that all connections associated with a certain base station are grouped together. Or, the operator may want to group all leased line trunks together and monitor them as one entity. If needed, an external data communications network (DCN) formed by Ethernet switches managed by Transcend Chorus can be monitored as a DCN service. These and many other options can be easily defined by the service provider.

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