



## ZenRCA™ Next Generation Service Assurance

### The Business Challenge

#### Benefits

- ❖ Has reduced one customer's average time to return services by 20 minutes through quicker identification of root cause.
- ❖ Reduces operating costs through intelligent alarm suppression identifying only those requiring action.
- ❖ Reduced customer churn through improved customer-centric data.
- ❖ Reduced CAPEX through improved vendor management against KPIs.
- ❖ Failures reduced by analyzing past poor performance periods with replay.
- ❖ Scenario planning allows new service offerings to be rolled out quicker.
- ❖ Reduced operating costs as no coding is required.
- ❖ Improved processes through trouble tickets being raised with more valuable information.

Telecoms markets are maturing and competition is as fierce as ever. Yet demands from today's consumers require delivery of converged services to anyone, anytime, anywhere. This drive for data driven digital content is placing ever greater demands on the infrastructure; how do you continue to deliver great customer service whilst services increase in both cost and complexity?

The challenge was summarised by Kevin Peters, Executive VP, AT&T's Global Network Operations, speaking at Management World, Nice, 2009, when he said;

*// Traditional networks and IT infrastructure are coming together..... We are going to have to have correlation engines that are far beyond what we have today... //*

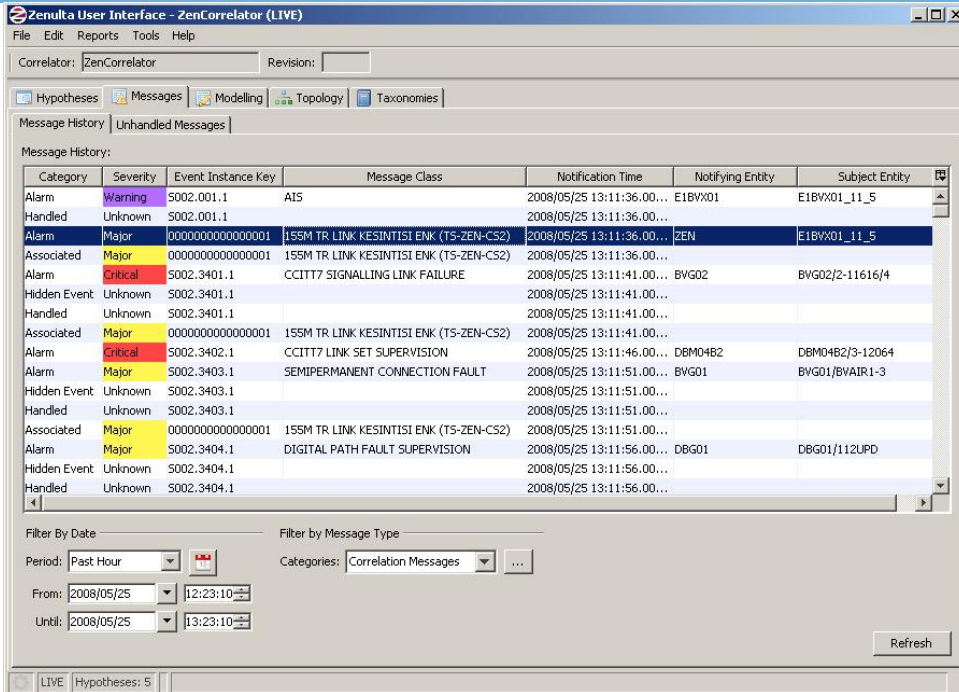
#### ZenRCA™

ZenRCA™ delivers this capability today by bringing clarity out of complexity through correlation of all event types across your network. Current solutions can filter fault management alarms but cannot correlate other events over time, vital to providing an end-to-end performance assurance.

ZenRCA's ability to correlate events from right across the network and from multiple sources, such as fault and performance management, allows;

- ❖ Real-time root cause identification
- ❖ Identification of services and customers affected
- ❖ Prioritisation of business critical systems
- ❖ Real time SLA monitoring

ZenRCA's customer-centric information, coupled with the ability to hold open millions of active correlation scenarios over periods of months, if not years, uniquely enables it to suppress enormous amounts of secondary data. At one customer, 16k alarms were mapped to a single root cause event.



## Time-based service correlation

We can give you the ability to use other key sources of information within correlation scenarios, such as:

- Service tests (probes and pollers)
- SLA breach monitoring
- Performance and optimisation products

## Replay

Your business has the ability to 'go back in time' and re-run your correlations against past events. This has never been possible before! In short, it means that you can:

- Re-tune existing scenarios and enhance their performance
- Try new scenarios and measure their effectiveness against the benefits they would deliver

- Establish the behaviour of the network against the scenarios during times of difficulty, learning by experience
- Measure whether you can improve the management of network change

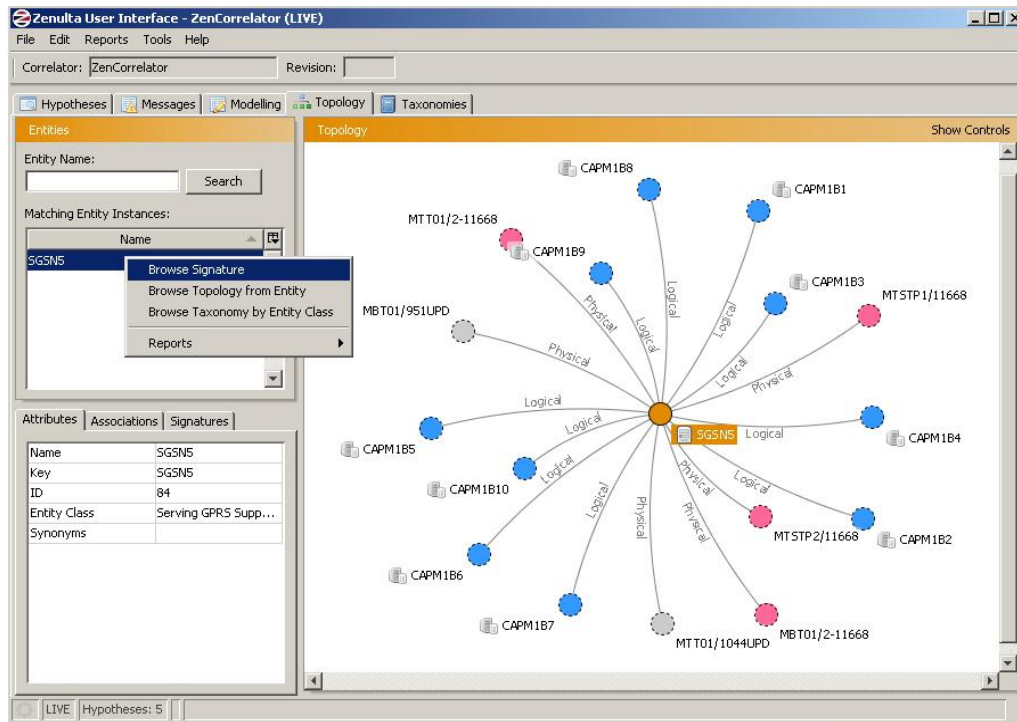
## No coding!

What other event correlation solution on the market today requires no coding? Using ZenRCA™, business professionals are empowered to:

- Design scenarios and implement them without being an IT professional
- Use template scenarios, which are 'tried and tested' and proven in other company networks
- As a result, we can reduce high SI costs dramatically

## Service models

Unlike any other offering today, we can give you the ability to load and map high level service models against the network resources.



## Automatic discovery

The existence of an entity and its relationship to other entities is often implied by its presence in an incoming event.

ZenRCA™ can be configured to allow unmapped events matching specified criteria to automatically create entities and their relationships within the ZenRCA™ model.

This can be used to reduce integration time and avoid the pitfalls of out of date inventory data, giving you more accurate results by ensuring your correlation takes place against the real state of the network.

## Small Solution Footprint, Big Ability

ZenRCA™ has a small multi-vendor hardware footprint yet is capable of processing over 16,000 events per second and handling 1 million+ active scenarios simultaneously. This:

- Helps to ensure that even when your network is under its most critical loads the root causes that you so vitally need are still available.
- Allows you to keep scenarios open over long periods of time.

## Standalone ZenRCA™

The Standalone version of ZenRCA™ gives you the ability to analyse events, refine existing scenarios and create new scenarios offline using real historical event data or your own custom created data.

The installation of Standalone ZenRCA™ will require approximately 35MB of disk space and is currently available for Windows based platforms.



## Scenario Library

Create your own scenarios or choose from our “tried, tested and proven” library. A flavour of the available scenarios can be seen below:

- Power Outage Management for Mobile Networks
- IP backbone problem identification
- SLA breach prevention
- Trend monitoring

- Identification of sympathetic alarms due to weather conditions
- Service Resilience Monitoring
- Customer Experience Degradation Prevention

Any scenario you develop and choose to enrol in the library will be automatically maintained and verified with future versions of ZenRCA™.

## Supporting Components

In addition to the ZenRCA™ Proximity Correlation Engine the following optional components are available:

- Zen™ Topology Tool – Translates heterogeneous sets of topology views from Network Management Systems into a homogeneous view for use in ZenRCA™.

## Supported Platforms

Any platform that is capable of supporting the Java Runtime Environment version 1.5 or later. This includes (but is not limited to):

- Solaris
- Linux
- AIX
- Windows
- HP-UX

## System Requirements

Based on a production system supporting a relationship model of 150,000 entities with 650,000 associations and storage for 12 to 18 months of events you may require:

### Disk Space requirements

Base Install: Approximately 35MB  
Storage allocation to provide a 12 to 18 month event store: 1.4TB

### Memory requirements

8GB Physical Memory

Our consultants will be happy to provide a tailored set of requirements for your specific environment.

## Out-of-the-Box Integration

ZenRCA™ has a comprehensive library of interfaces available to seamlessly integrate into your OSS environment. In addition to these off the shelf integrations, ZenRCA™ supports any interface that is TMF OSS/J JSR 90 compliant.

Please see our website or contact us for an up to date list of available interfaces.

## Contact Us

If you would like to understand more about what ZenRCA™ can offer you then please:

- Visit us at [www.sysmech.com](http://www.sysmech.com)
- Email us at [info@sysmech.com](mailto:info@sysmech.com)
- Call us on +44(0)1189 332220