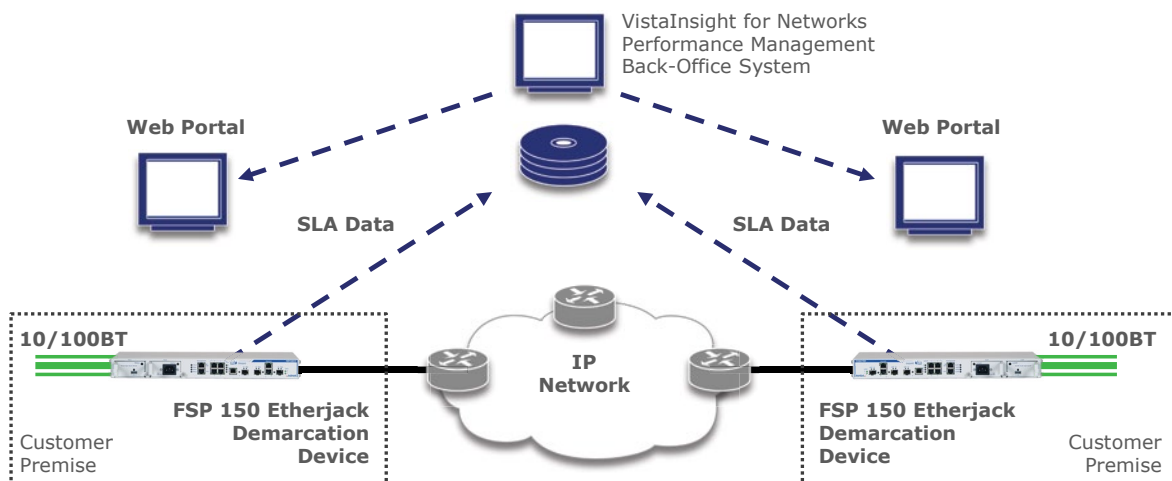# Guaranteed SLAs for Intelligent Ethernet Services

ADVA Optical Networking and InfoVista have partnered together to deliver a complete Ethernet Service Level Agreement (SLA) monitoring and management solution for both Carriers and Enterprise users alike. Lack of enforceable Ethernet SLA's or selling Ethernet services as "best effort" has been recognized as a key issue stalling the rapid migration of Enterprise users from traditional data services such as frame relay, private line and ATM to Ethernet services. Traditional services have a long history of carrier-grade SLAs and have set an SLA expectation that Ethernet must meet or exceed. By partnering together to provide accurate Ethernet SLA visibility and management, ADVA Optical Networking and InfoVista have eliminated one of the key challenges for delivering a carrier-grade intelligent Ethernet service. Carrier's no longer have to sell Ethernet services that are "best effort" or positioned as "cheap dumb pipes".

How It Works

Incorporating InfoVista's VistaInsight for Networks, a service-centric performance monitoring system, together with ADVA Optical Networking's FSP 150 Etherjack™ devices, the solution supports the monitoring of the 4 MEF recommended SLA parameters including: availability, delay, jitter and dropped traffic. After the SLA data is collected and analyzed, it is available for both internal and external end users through a customizable web portal.

With the advent of converged networks, the Network Operations Center requires deep visibility into the performance of network services across multiple technology domains. VistaInsight for Networks provides this visibility, assisting a diverse user population with predictive, historical and real-time performance information. Capacity planning reports enable network planners to manage network growth and ensure that quality of service is not impacted as the network and customer services grow. Service level dashboards and detailed analytics assist in troubleshooting and debugging network issues. Performance and utilization trend reports provide for the ability to up-sell end users that are bumping up against the upper limit of their services.

VistaInsight for Networks
Performance Management
Back-Office System

Web Portal

Web Portal

SLA Data

SLA Data

10/100BT

10/100BT

IP
Network

FSP 150 Etherjack
Demarcation
Device

FSP 150 Etherjack
Demarcation
Device

Customer
Premise

Customer
Premise

The ADVA FSP 150

ADVA Optical Networking's FSP 150 demarcation devices support Ethernet applications from 1M up to 1000M. The customer premise located demarcation devices supply the ADVA intelligent Etherjack™ technology, incorporating both a network interface device (NID) and an Ethernet user network interface (UNI). The NID, which is aligned with the latest industry OA&M standards: IEEE 802.3ah, 802.1ag and ITU Y.1731 gives service providers the ability to remotely monitor, test, loopback and manage services. This capability is possible on both sides (network interface and customer) of the demarcation point. In addition, the service UNI, which is aligned with the Metro Ethernet Forum recommendations for Ethernet service definition, ensures consistent service definition, quality of service (QoS) and classification of E-LINE and E-LAN services. SyncE and 1588 are also supported for delivery of synchronization to remote locations.

InfoVista's VistaInsight for Networks

VistaInsight for Networks, Metro Ethernet option, addresses the needs of 3 major markets, Consumer Broadband, Business Services and Wireless Back-haul, to compete in today's bandwidth-demanding industry. The Metro Ethernet performance management solution complies with the service definition model defined by the Metro Ethernet Forum to intelligently monitor and report on E-LINE and E-LAN service levels. Service Providers are able to use VistaInsight for Networks to view Metro Ethernet Key Performance Indicators (KPIs) and real-time performance notifications, hierarchically by service type, customer location, device type and interface, allowing them and their customers to easily verify SLAs, anticipate growth, upgrade capacity and investigate performance problems. By incorporating bandwidth profiles of QoS based services, the solution provides service availability, in and out traffic metrics, as well as end-to-end delay, jitter and packet loss measurements that provide the critical visibility necessary to deliver and ensure service levels for global user communities.

About ADVA Optical Networking

ADVA Optical Networking (FSE: ADV) is a global provider of intelligent telecommunications infrastructure solutions. With software-automated Optical+Ethernet transmission technology, the Company builds the foundation for high-speed, next-generation networks. The Company's FSP product family adds scalability and intelligence to customers' networks while removing complexity and cost. Thanks to reliable performance for more than 15 years, the Company has become a trusted partner for more than 250 carriers and 10,000 enterprises across the globe.

For additional information, visit www.advaoptical.com.

About InfoVista

InfoVista provides service-centric performance management solutions that assure reliable delivery of Next-Generation Network services. Driven by a uniquely adaptive and real-time technology foundation, InfoVista solutions reduce operating risk, lower cost of operations and create competitive advantage. Eighty percent of the world's largest service providers, as well as leading Global 2000 enterprises, rely on InfoVista software solutions, including, Allstream, AXA, Banques Populaires, Banque de France, Bell Canada, British Telecom, Broadwing Communications, Cable & Wireless, Com Hem, Defense Information Systems Agency (DISA), Deutsche Telecom, France Telecom, Savvis Corporation, Telefonica, US Cellular.

For additional information, visit www.infovista.com.