

Netcool/Precision

Highlights

- Help increase the availability and performance of critical business services by leveraging advanced correlation, automated diagnostics and root-cause analysis
- Drive operations efficiency by rapidly isolating the root causes of network downtime — right down to the node and port levels — and addressing problems before they become outages that hamper business
- Help minimize unnecessary hardware investments and network overbuild by obtaining visibility into unused ports and recovering lost capacity and physical assets
- Help optimize customer service and satisfaction by proactively identifying issues that could affect services

Gaining visibility into your network is a key factor in helping achieve profitability and operational efficiency for two main reasons:

- Often, time is spent chasing alarms that are merely symptomatic of deeper, underlying problems. Troubleshooting network faults is a major challenge for organizations that are trying to manage “more with less.”
- Discovering known and hidden network assets can help you get more out of those assets and increase efficiency.

Netcool®/Precision™ is designed to help organizations improve network visibility and drive reliability and performance. You can use the software to collect and distribute layers 1 through

3 network data — and thereby build and maintain knowledge about physical and logical network connectivity. With accurate network visibility, you can efficiently and effectively visualize and manage complex networks — and, more importantly, the services delivered across them. Netcool/Precision easily integrates with operational support systems (OSS) and other mission-critical workflow applications.

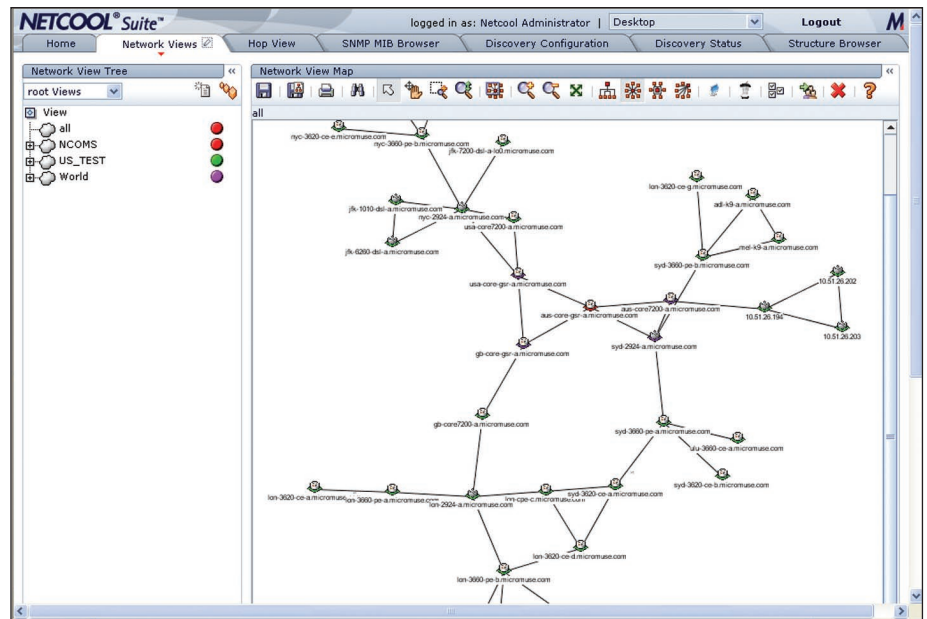
Netcool/Precision also provides valuable advanced fault correlation and diagnosis capabilities. Real-time root-cause analysis helps operations personnel quickly identify the source of network faults and speed problem resolution.

Furthermore, the software's asset control capabilities help organizations optimize utilization to realize greater return from network resources. Netcool/Precision delivers highly accurate, real-time information — about network connectivity, availability, performance, usage and inventory — that is vital to achieving flow-through provisioning and maximum return on network assets.

Netcool/Precision features a common visualization layer that draws on a consolidated database, which collects information from two data discovery engines: Netcool/Precision for IP Networks and Netcool/Precision for Transmission Networks.

Obtain an accurate picture of layer 2 and layer 3 network devices and their connectivity

Netcool/Precision for IP Networks automatically discovers IP networks and gathers and maps topology data to deliver a complete picture of layer 2 and layer 3 devices. It captures not only the overall inventory, but also



Netcool/Precision discovers, models and maps device-to-device network relationships. It also builds and maintains a knowledge base of network connectivity that enables advanced fault correlation diagnosis and asset control.

the physical, port-to-port connectivity between devices. Netcool/Precision for IP Networks captures logical connectivity information, including virtual private network (VPN), virtual local area network (VLAN), asynchronous transfer mode (ATM), frame relay and multiprotocol label switching (MPLS) services.

This discovery engine monitors network resources for real-time status and continually updates its database with new information as the network changes. Automatic network discovery provides an ideal alternative to manual processes because it helps minimize the time and cost associated with maintaining accurate asset knowledge.

Accurately discover and map layer 1 network topology

The other Netcool/Precision discovery engine, Netcool/Precision for Transmission Networks, automatically discovers layer 1 transmission networks — deepening the visibility into layers 2 and 3 that the software provides. Your organization can use the accurate network picture to help reconcile offline systems — such as inventory, billing and provisioning systems — and reduce capital expenditures and operating expenses.

Netcool/Precision for Transmission Networks collects inventory information, physical connectivity and logical connectivity for Synchronous Optical Network (SONET) and Dense Wavelength Division Multiplexing (DWDM).

Facilitate real-time root-cause analysis and speed problem resolution

Netcool/Precision for IP Networks can also help your staff identify the root causes of network downtime, and thereby can significantly reduce the time it takes to resolve network faults.

When problems occur, the software automatically navigates the operator through the appropriate network topology map to the root problematic device. Once there, the network operator can immediately view data about other impacted devices and end-user systems.

Netcool/Precision also proactively detects progressive service degradation and, when a complex set of symptoms is identified, communicates potential problems. The software analyzes Simple Network Management Protocol (SNMP) Management Information Base (MIB) information from industry-standard SNMP devices to pinpoint the underlying cause of device problems. It also provides real-time, device-specific diagnoses — explaining why a device deviates from normal behavior and recommending a solution.

Leverage a highly scalable and flexible solution

Netcool/Precision offers the scalability required to handle large, complex, fast-growing networks. Its adaptive

design and functionality enable organizations to quickly assimilate new technologies — and thereby support large incremental subnets or network build-outs.

Furthermore, the software offers great flexibility by supporting a variety of polling and data-gathering techniques. Its modular design means that you can add custom polling methods to support additional protocols and technologies.

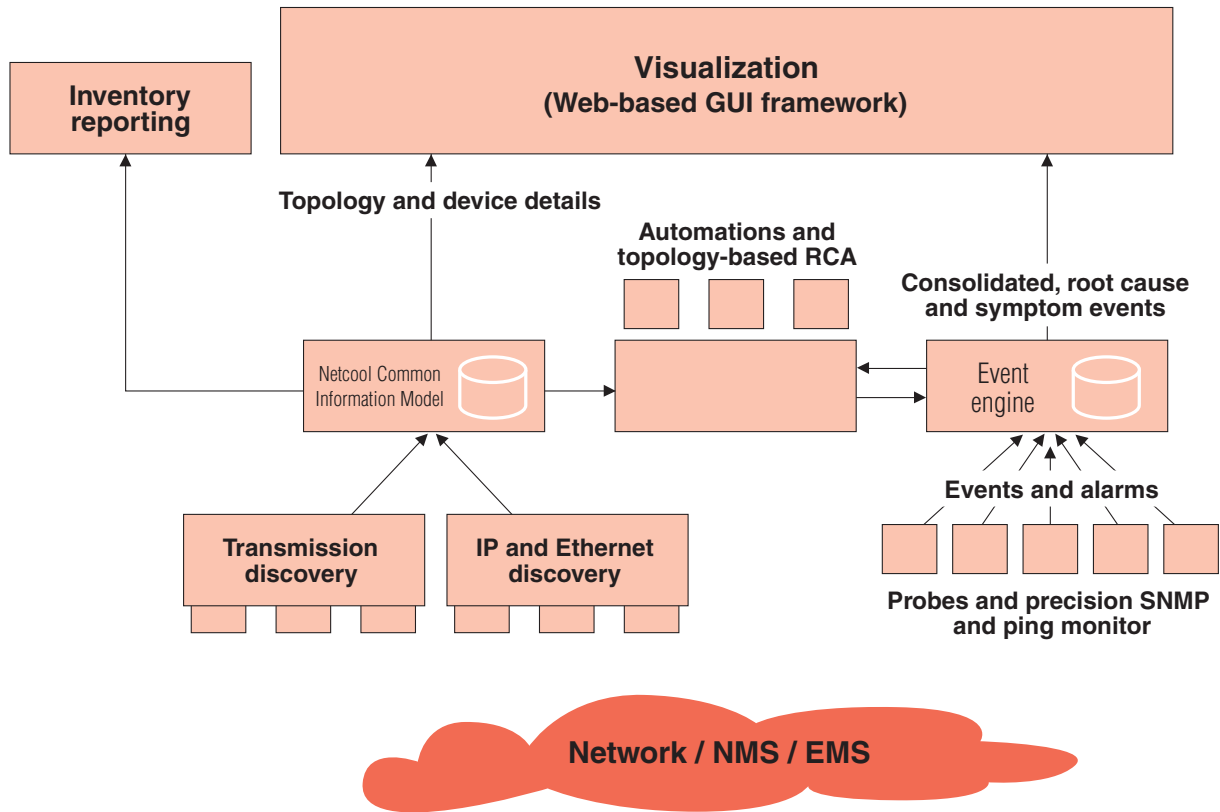
Automate topology maintenance

Network maps are automatically generated and maintained by Netcool/Precision. As the network changes, the software dynamically updates the topology database and maps, without manual intervention. By automating map maintenance, you help dramatically reduce administrative costs — and can save substantial time and effort.

Manage network assets

Netcool/Precision stores all discovered asset data in the open, accessible Netcool Common Information Model database to facilitate asset reporting

Netcool/Precision high-level architecture



and reconciliation. You can leverage the database to provide critical asset information — including device capacity and utilization, customer

information, port and circuit provisioning states, active services, connectivity and more — to your employees and to the processes you use to reconcile with

offline OSS databases, such as those for inventory, provisioning, billing and more. By automating these information exchanges, you help eliminate substantial manual efforts.

By drawing on information from the Netcool Common Information Model database, your organization can:

- Determine the viability of new services and available capacity for service deployment — helping minimize time to market and deferred capital expenditures.
- Facilitate efficient, error-free “order-to-cash” service delivery operations.
- Discover hidden and existing assets to help optimize asset utilization and return on invested capital (ROIC).
- Understand how many network devices are being used — and leverage that information to help reduce the annual maintenance bill.

Deliver network management views to customers

Service providers can leverage Netcool/Precision to offer a packaged customer network management solution to their customers. Deliver views such as:

- End-to-end view of the customer's circuits.
- Status of all nodes supporting these circuits.
- Filtered alarm views for circuit and node performance, which help service providers demonstrate compliance with service level agreements (SLAs).

Netcool/Precision at a glance

Supported platforms:

- Sun Solaris 8, 9 and 10 on Sun Microsystems UltraSPARC
- Red Hat Enterprise Linux® ES/AS 2.1 and ES/AS 3.0 on Intel® Pentium® 32-bit
- Microsoft® Windows® 2003 server and XP on Intel x86 32-bit
- IBM AIX® 5L 5.3 on IBM pSeries®

About Netcool software

Organizations around the world use Netcool software to manage large, complex and mission-critical networks and IT infrastructures as well as understand their impact on core applications, services and business processes. To help optimize service availability and performance, the Netcool suite offers real-time event collection, consolidation and correlation across a broad range of environments. By combining best-of-breed monitoring with top-down service modeling and real-time executive dashboards, Netcool software enables organizations to simplify the management of large, complex environments while assuring the availability, performance and security of business services.

About Tivoli software from IBM

Tivoli software from IBM helps organizations efficiently and effectively manage information (IT) resources, tasks and processes in order to meet ever-shifting business requirements and deliver flexible and responsive IT service management, while helping to reduce costs. The Tivoli portfolio spans software for security, compliance, storage, performance, availability, configuration, operations and IT lifecycle management, and is backed by world-class IBM services, support and research.

To learn more

To learn more about how Netcool/Precision helps you perform real-time network discovery, topology and root-cause analysis, contact your IBM representative or IBM Business Partner, or visit ibm.com/tivoli



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