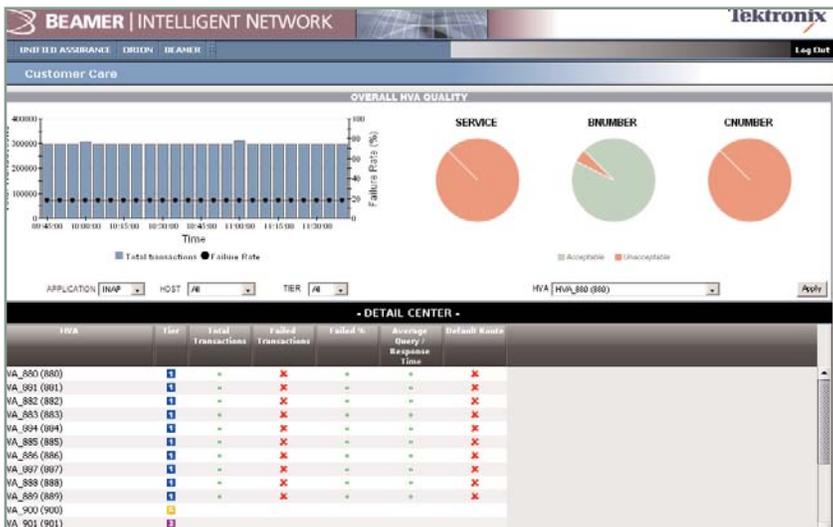# Beamer™ | IN

Customer Assurance for Fixed Networks

While the Intelligent Network (IN) provides fundamental services and functionality for your entire subscription base, the impact of INAP and CAMEL service and platform performance issues is often magnified for your high value accounts (HVAs).

The Customer Care application provides immediate, graphical indications of HVAs and Hosts impacted by Intelligent Network service and platform performance issues based on user-defined thresholds.

A part of Tektronix' complete IN offering, Beamer offers visibility into the specific performance of IN services provided to large corporate and carrier customers and the platforms on which these services are delivered. Typical applications include Intelligent Call Management (ICM), Hosted IP Call Centers, Vendor Performance Monitoring and IN Service delivery in VoIP networks prior to IMS deployment.

Tektronix®
Communications

Measures

- Total Transactions
- Failed Transactions
- Failed Transaction %
- Query / Response Time Average
- Default Route
- BCSM Call Answered
- BCSM Called Party Busy
- BCSM Ringtone Not Received
- BCSM Route Select Failure
- BCSM Abandon
- All other BCSM Conditions

Focus Intelligent Network Platform and Service Management Initiatives to Protect Revenue Streams

Reduce churn by improving customer satisfaction levels and proactively monitoring SLA commitments.

- Six tier classifications enable key account managers and customer service representatives to categorize high value accounts by type and importance in order to communicate prioritization of troubleshooting activities.

- Default route identification capabilities for translated numbers guide expansion planning and drive up sell opportunities for carrier-hosted services.

Understand and resolve the impact of IN performance issues on your wholesale operations.

- Host tracking helps localize a problem's source for accelerated troubleshooting

Comprehensive Solution Offers Intuitive Applications and Automation Tools for Accelerated Productivity

Beamer | IN offers functionality designed to benefit many departments within your organization.

- Auto-provisioning of HVA B Numbers supports schedulable CSV file import to accelerate implementation and organizational use for both initial HVA set up and dynamic next-generation service migration validation. Only Beamer offers a seamless view of the customer across converging IN platforms.

- Intuitive GUIs with drill-through troubleshooting paths minimize training requirements for new personnel and facilitate the reallocation of more senior personnel to other critical areas.

- On-demand and scheduled reporting options with printer-friendly, pdf and CSV output formats enable the sharing of critical customer-specific IN performance information with multiple departments.

Applications

Network Planning:
Long-term OLAP Analysis and Trend Evaluation Tools

- Packaged Daily and Monthly B Number by C Number and Service cubes.

- Historical presentation time frames range from Day by Hour to Month by Day.

Customer Care:
Current and Near-term Historical Status of Intelligent Network Service Quality Delivered per HVA

- Graphical displays automatically refresh in five-minute intervals.

- Drill-through capabilities provide access to detailed QoS By Customer Care, Service, B Number and C Number interval reports.

- Detail Center guided troubleshooting path supports the investigation of unacceptable KPIs with access to Orion™ | IN service layer applications.

Management:
Previous Day and Long-term Historical Views of Intelligent Network Service Quality Scores and Trends per HVA Grouped by Tier

- Historical presentation time frames range from previous 8 hours to previous 12 months.

- Drill-through capabilities provide access to the Orion service assurance layer for historical platform and network element level information.

Key Account Management:
Previous Day and Long-term Historical Views of Intelligent Network Service Quality Scores for a Specific HVA and User-defined HVA Groups

- Historical presentation time frames range from previous 24 hours to previous 12 months.

- Drill-through capabilities provide access to the Orion service assurance layer for historical platform and network element level information.
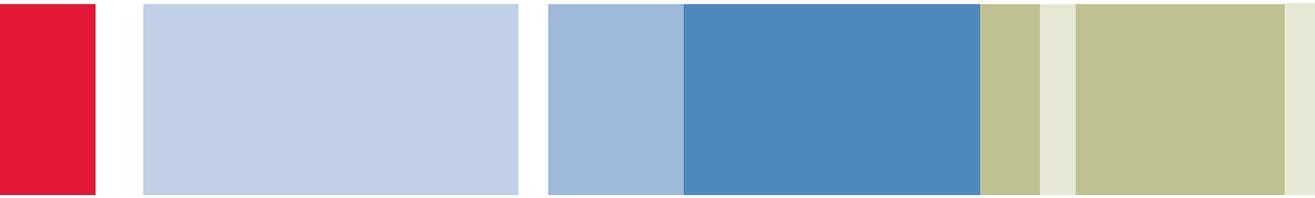
Management Reports:
Entry Level, Hourly, Daily, Weekly and Monthly Summary Reporting Options

- Quality of Service, Service and B Number.

Performance Measured

- Customer (HVA)
- HVA Group
- HVA Tier
- Host
- Calendar
  (entry-level, hour, day, week, month, and year)
- Rate Period (work hour, after hours)

Beamer | IN Key Beneficiaries

- Sales: Retain and acquire select customer groups. Identify unfavorable trends with customers and notify Network Operations personnel.

- Carrier Relations:Manage real-time performance of IN services provided to other carriers.

- Customer Care: Generally localize customer issues before sending them to Network Operations.

- Network Operations: Troubleshoot customer-specific issues faster.

About Tektronix:

Tektronix has more than 60 years of experience in providing network operators and equipment manufacturers a comprehensive and unparalleled suite of network diagnostics and management solutions for fixed, mobile, IP and converged multi-service networks.

These solutions support such architectures and applications as fixed mobile convergence, IMS, broadband wireless access, WiMAX, VoIP and triple play, including IPTV.

For Further Information:

Tektronix maintains a comprehensive, constantly expanding collection of application notes, technical briefs and other resources to help engineers working on the cutting edge of technology.

Please visit www.tektronix.com/communications

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