



Solution Brief

Remote Monitoring Service

OVERVIEW

Network Operations teams are balancing the need to become lean and agile with continuing to improve subscriber experience and proactively addressing service assurance challenges. These challenges include access to technical expertise, having to sift through the noise from multiple network and service affecting issues simultaneously hitting their Network Operations Center (NOC), and identifying and resolving problems fast before they start to affect subscribers.

"We've been able to reduce the Mean-Time-to-Repair in some cases by 50% by providing our Network Engineering and Operations teams with more information than they've had before."

- TIM BOWLBY,
VALLEY TELECOM



"The Remote Monitoring Service immediately provided us benefits by identifying an intermittent problem we wouldn't have seen if we were not using the service."

-MATT HOYT, NTEC



"The Calix Success Manager is going to help us get where we need to go. It's going to be a catalyst for helping us innovate our operations."

-Mike Jarret, Poka Lambro



WHAT IF YOU COULD REDUCE THE NUMBER OF INCIDENTS THAT YOUR TEAM NEEDS TO ANALYZE BY 83%?

The Calix **Remote Monitoring Service** is a Managed Service offering that empowers communication service providers with better visibility and analytics to rapidly solve network problems that can impact subscriber experience. Our cloud-based platform will continuously monitor your access network 24x7 for service impacting events. It automatically filters extraneous alarms while correlating associated alarms to help reduce the average time to resolve and close incidents by 50% to 90% and lower the number of incidents your operations team needs to analyze by up to 83%.

RAPID NOTIFICATIONS LET YOU SOLVE PROBLEMS FASTER

Within seconds of an incident, the Remote Monitoring System's intelligent platform will determine the probable root cause using machine learning and pattern matching techniques. It will then send a notification to your operations team with information on the event, alarms involved, problem location, probable resolution paths, and links to additional trouble shooting resources and applicable TAC TV self-help videos.

ANALYTICS AND REPORTING PORTAL ENABLES PROACTIVE OPERATIONS

The web-based portal leverages the power of alarm analytics to provide unparalleled actionable, at a glance and deep dive views of alarms and incidents affecting network and service performance. The advanced, interactive portal provides contextual insights and historical trending on network alarms and the impacted platforms and devices. ONT Health Check and High Value Account modules enable focused and proactive analysis on problems deep into the access network to help you systematically improve subscriber performance issues with the ability to prioritize your response on named customers.

STREAMLINED INTERACTION WITH TAC SUPPORT RESOURCES

The Remote Monitoring Service changes your reactive break-fix problem resolution strategy to more proactive and responsive. Rapid notifications provide your operations team with information on incidents impacting your network and an embedded quick link allows you streamlined access to Calix Support resources if you need Technical Assistance Center (TAC) help. Incident context is automatically passed to the TAC providing additional insight into issues, and access to customer's alarm and incident history enables more efficient problem handling and faster time to resolution.

CUSTOMER SUCCESS MANAGER ACCELERATES TIME-TO-VALUE

Calix Customer Success is an integrated feature of the Remote Monitoring Service. A Customer Success Manager will help accelerate time to value of the Remote Monitoring Service. Their role leverages the extensive Calix knowledge base of service provider operations best practices to enable rapid integration of the intelligent trouble notifications, alarm analytics and reporting enabled by the Remote Monitoring Service into the customer's incident management processes.

Move from a reactive, observe and break-fix model to a proactive, optimize and execute approach

24x7 monitoring of your Calix network

Rapid and automated problem notifications with easy to understand alarm information, suggested resolution paths, links to troubleshooting resources

Unparalleled alarm analytics views

One-click access to TAC resources

Calix Success Manager included

Reduce Mean-Time-To-Repair by up to 50%

Reduce alarm noise by up to 83% to keep your staff focused on strategic, revenue-driving activities

KEY FEATURES

Remote Monitoring Service

- Continuous 24x7 monitoring of your Calix access network
- Alarm correlation, de-duplication, pattern matching and machine learning-based incident triage and root cause analysis
- Automated and immediate notification with resolution paths and links to applicable troubleshooting reference material
- Web-based alarm analytics and reporting with actionable, at-a-glance and deep dive views of alarms and incidents impacting your network
- ONT Health Check module provides focused analysis on issues impacting ONT performance for GPON and Active Ethernet subscribers on AXOS, EXA, C7 and B6 platforms
- High Value Account module lets you track incidents and alarms and analyze performance through actionable drill downs for specific identified customers needing higher priority like hospitals, schools, businesses or transport customers
- Alarm Severity Filtering allows you to identify alarms and incidents by severity – critical, major and minor - as well as selectively filter dashboard views by alarm type
- A Calix Customer Success Manager will help you rapidly integrate the notifications and alarm analytics into your operations. The Customer Success Manager will on-board your operations team stepping them through and familiarizing them with Analytics and Reporting Portal use cases. They will also help you map and optimize incident management workflows, establish, track and review business Key Performance Indicators, and share progress updates, new features and best practices through quarterly business reviews.
- Streamlined access to TAC resources with one-click ability to launch a Calix Support case that includes automated attachment of problem context from the incident notifications



If you'd like to find out more about the Calix Remote Monitoring Service, please contact your Calix Sales executive.