StableNet® Enterprise

Solution

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Our Strengths
Innovation & Quality

About Infosim®

Infosim® is a leading manufacturer of automaed Service Fulfillment and Service Assurance solutions for Telcos, ISPs, Managed Service Providers and Corporations. Since 2003, Infosim® has been developing and providing StableNet® to Telco and Enterprise customers. Infosim® is privately held with offices in Germany (Wuerzburg - Headquarter), USA (Austin) and Singapore.

Infosim® develops and markets StableNet®, the leading 4-in-1 unified software solution for Discovery & Inventory, Fault, Performance and Configuration Management. StableNet® is available in two versions:

• Telco (for Telecom Operators and ISPs) and Enterprise (for Corporations)

StableNet® is a single platform unified solution designed to address today's many operational and technical challenges of managing distributed and mission-critical IT infrastructures.

Many leading organizations and Network Service Providers have selected StableNet® due to its rich set of features and reduction in OPEX & CAPEX. Our customers include many well-known global brands spanning all market sectors.

At Infosim®, we place paramount focus on customer satisfaction. We uphold an indomitable spirit for innovation and high quality products.
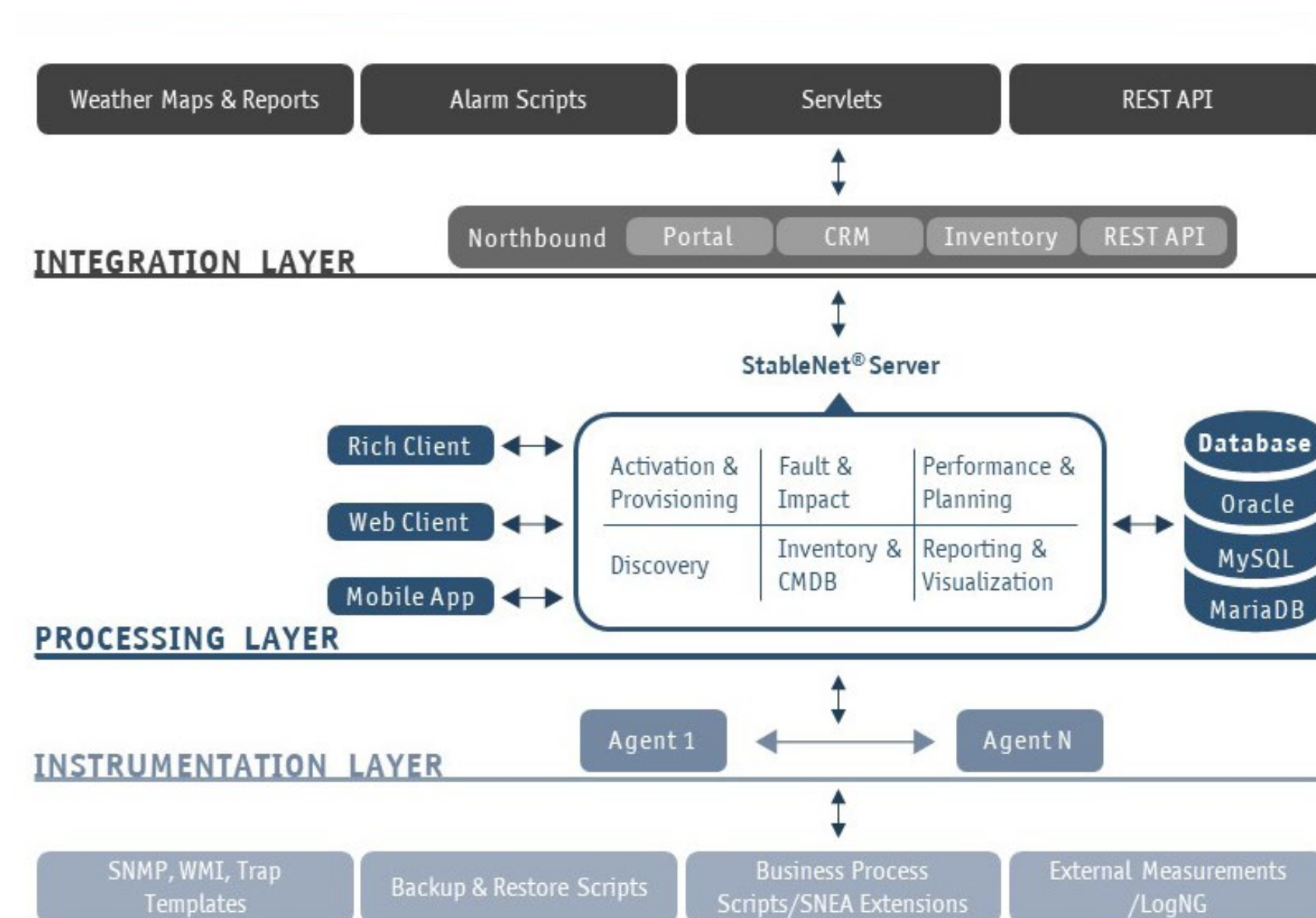
Why StableNet®?

• SOA-based technology, providing a high degree of integration and flexibility
• Proven solution with a large number of installed sites
• Reduction in OPEX & CAPEX via product consolidation, step-by-step migration and retirement of existing legacy element management solutions
• Automated Service Delivery directly from your Integrated Service Catalog
• Configuration & Policy Governance that maximizes Service Availability and reduces MTTR
• Rapid ROI by reduction in OPEX & CAPEX and customer service credits via greater Service Availability
• Quality software design you can trust and rely on

Differentiation:

StableNet® is a 3rd generation, highly automated Network Management System. The key differentiation of StableNet® compared to other legacy type Operational Support Systems (OSS) is that StableNet® is a unified OSS system with four integrated functionalities that focus on Discovery & Inventory, Fault, Performance and Configuration Management, with automated Root-Cause-Analysis (RCA). StableNet® can be deployed on a Multi-Tenant, Multi-Customer, or Dedicated platform and can be operated in a highly flexible and dynamic environment such as Cloud or dynamic flex-compute environments.

Service Oriented Architecture
The StableNet® Platform

Weather Maps & Reports | Alarm Scripts | Servlets | REST API

INTEGRATION LAYER

Northbound | Portal | CRM | Inventory | REST API

StableNet® Server

Rich Client
Web Client
Mobile App

| Activation & Provisioning | Fault & Impact | Performance & Planning |
| Discovery | Inventory & CMDB | Reporting & Visualization |

Database
Oracle
MySQL
MariaDB

PROCESSING LAYER

INSTRUMENTATION LAYER

Agent 1 — Agent N

SNMP, WMI, Trap Templates | Backup & Restore Scripts | Business Process Scripts/SNEA Extensions | External Measurements /LogNG

Infosim® recommends Oracle®. Other supported databases: MySQL™.

StableNet® Enterprise

Business Critical IT

Current and reliable data is a crucial for making solid strategic and operational decisions. This data is the foundation for budgeting, forecasting, analyzing, reporting, and improving your business. Intelligent solutions are necessary for driving cost reduction, enhancing resiliency, and enhancing user experience. Solutions must work seamlessly across enterprises as well as business units.
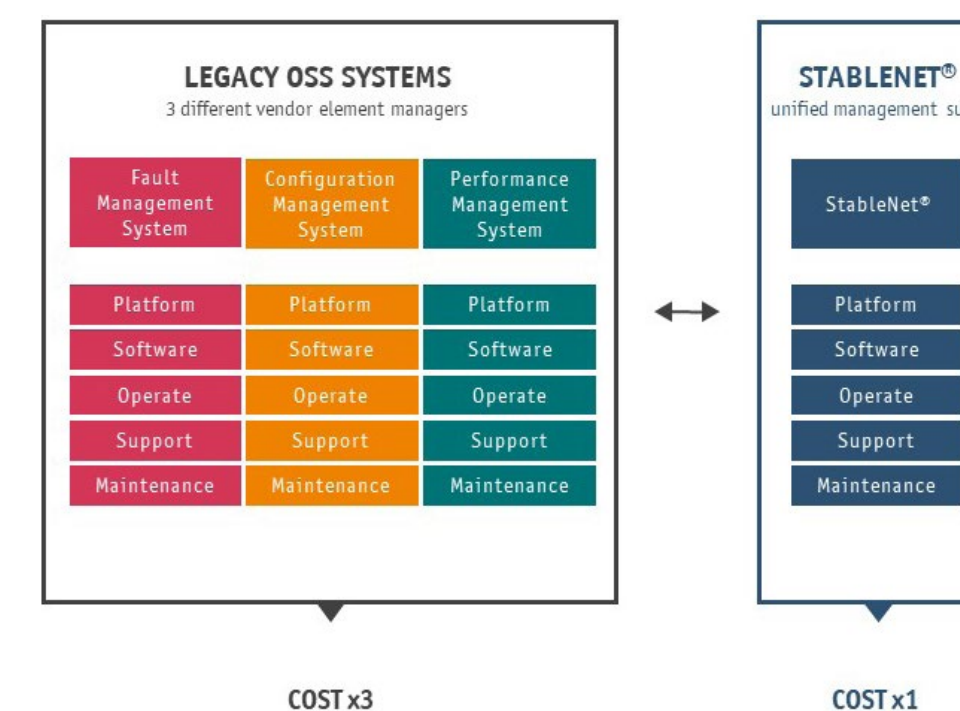
Four Solutions - One Software

StableNet® incorporates Discovery & Inventory, Fault, Performance and Configuration Management on a single platform. This not only reduces the total costs of ownership (TCO), but also increases synergy effects between the four solutions. In addition, it shortens the time to value and market.

StableNet® Enterprise provides End-to-End visibility into the IT infrastructure. This guarantees a smooth and stable network operation. Bottlenecks can be localized and eliminated proactively, with the result that link overload and connection losses can be avoided. This leads to an improvement in network efficiency and a reduction of costs at the same time.

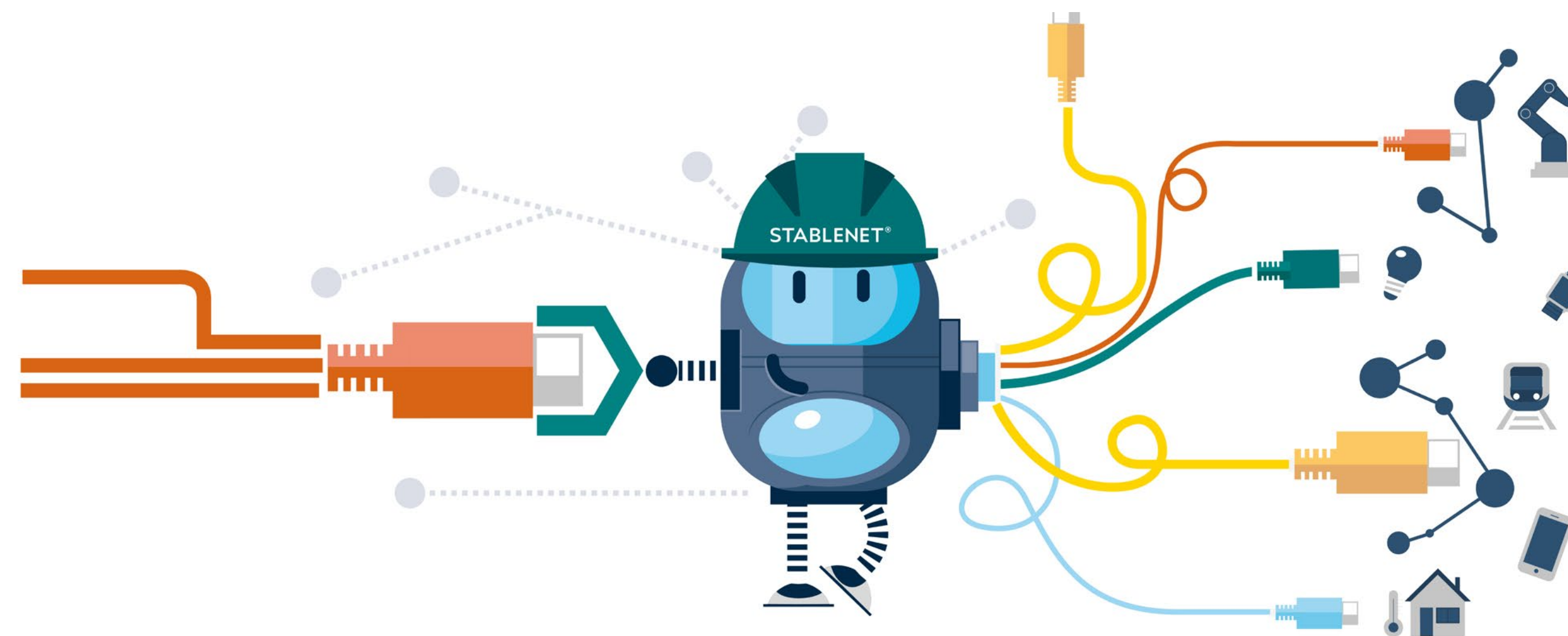### Four Solutions - Various Applications

StableNet® provides game-changing economics. It is a one-stop solution for virtually managing all needs of your organization:

- Discovery & Inventory
- Lifecycle Management
- Network Management
- Server Management
- Application Management
- VoIP Management
- Business Process Management
- Process Automation

LEGACY OSS SYSTEMS
3 different vendor element managers

Fault Management System	Configuration Management System	Performance Management System
Platform	Platform	Platform
Software	Software	Software
Operate	Operate	Operate
Support	Support	Support
Maintenance	Maintenance	Maintenance

STABLENET®
unified management suite

StableNet®
Platform
Software
Operate
Support
Maintenance

COST x3   COST x1

powered by infosim®

STABLENET®

StableNet® Enterprise
Four Solutions - One Product

StableNet® integrates Discovery & Inventory, Fault Management & Root Cause Analysis, Performance & Service, Network Configuration & Change on one single platform. This innovation reduces capital and operational expenses. StableNet® Enterprise facilitates the optimal utilization of your network's capacity at the highest possible level of stability. Infosim® solutions integrate seamlessly into existing network management systems.

powered by infosim®

Performance & Service
Service Assurance
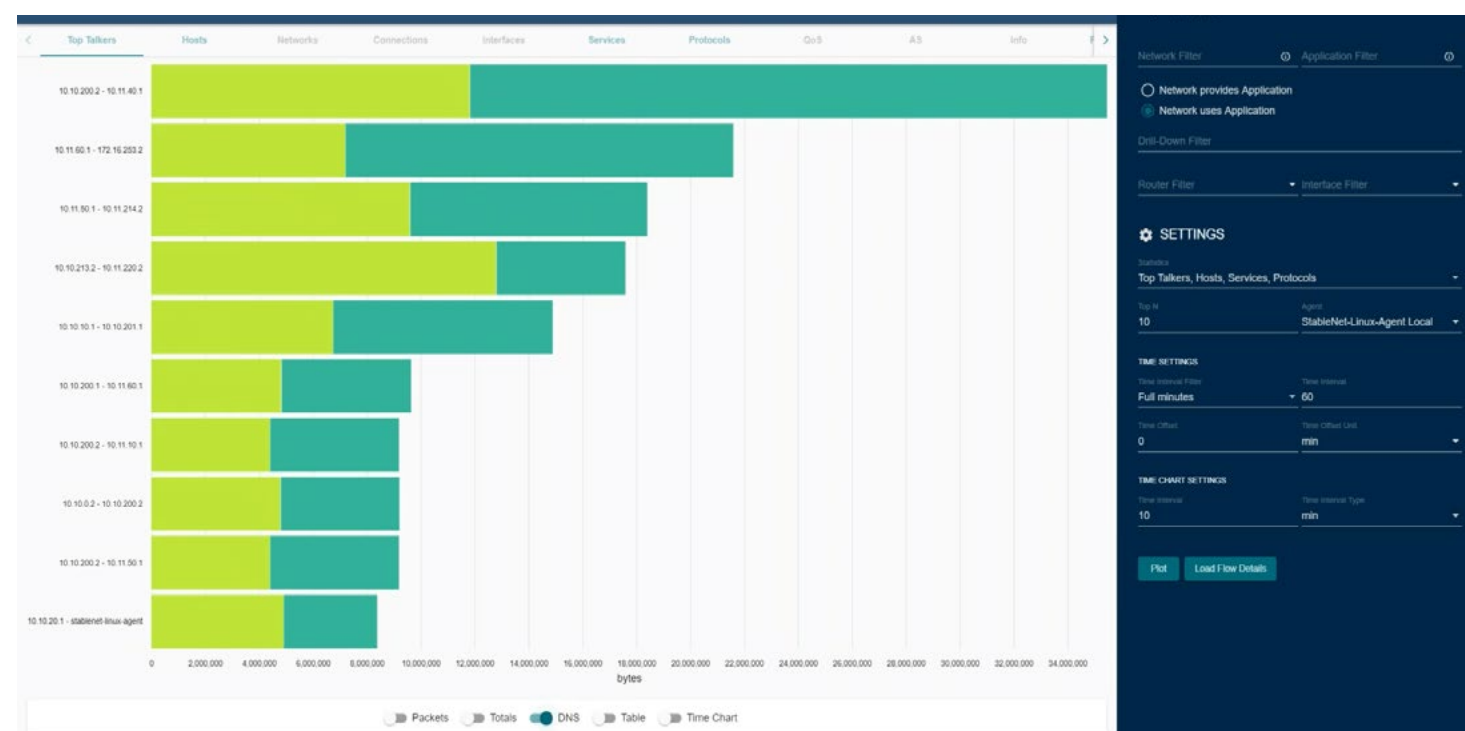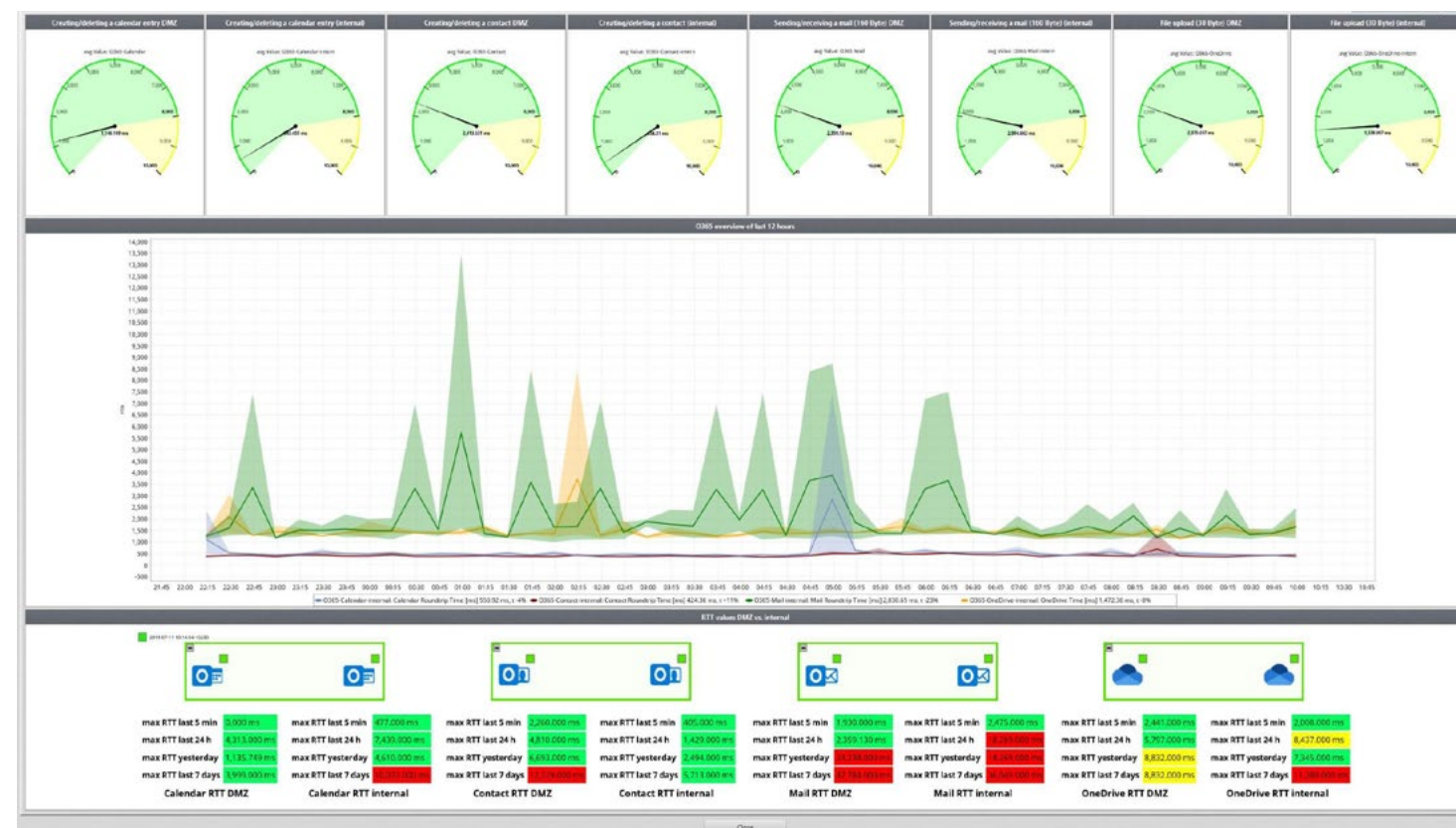
Service Level Managment (SLM)

StableNet® includes an advanced Service Level Management (SLM) and reporting system for networks, servers and applications. This provides network operators flexibility for collecting and reporting those KPIs that are most important to them and their customers.

StableNet® collects and imports data from different data sources and protocols like SNMP, NetFlow, WMI, IP-SLA, CDRs, REST APIs, CSVs or SQL. It is also possible to actively simulate traffic like VoIP or Video and measure quality parameters like MOS or R-Factor. This data can be flexibly aggregated to user-defined KPIs.

StableNet® runs 24/7 and identifies and reports IT infrastructure performance and events on a real-time basis. In addition, the software performs historical reporting for identifying long-term trends. This will allow you to:

- Understand the quality of service provided to end users
- Increase business revenue by reducing outages that directly affect business operations

- Increase customer satisfaction and loyalty by ensuring that services used directly by consumers are responsive and available whenever required
- Plan proactively for meeting future business requirements, including workload volumes and necessary service levels
- Increase ROI on IT assets by balancing workloads and obtaining the highest levels of component utilization while still meeting service level requirements
- Reduce or eliminate penalties associated with contractual commitments for meeting specified service levels

StableNet® provides a highly flexible reporting engine. All reports can be fully customized to best meet specific requirements. A graphical report designer allows to create reports in simple point-and-click fashion. StableNet® supports PDF, Excel and HTML format. Reports can be forwarded on schedule, i.e. with hourly/daily/weekly/monthly output or on-demand as desired.

SLA REPORTS

SLA reports document the network operator's delivery against contractual obligations. They are often less detailed than performance reports and only show performance at the service layer; lower layer information such as the underlying transport network are usually not included.

USAGE REPORTS

Usage reports show utilization, volume and throughput with baselines, top N and trends. Going beyond monthly totals for providing time lines can help users to understand peak and off-peak loads. In addition, they assist in sizing the network correctly for meeting actual demands.

QoS REPORTS

QoS reports help customers to understand performance and usage per Class-of-Service (CoS). This is important for converged networks like IP-based RANs. For best performance results, QoS reports include information which is necessary for correct classification as well as for application traffic-tuning.

Service Assurance
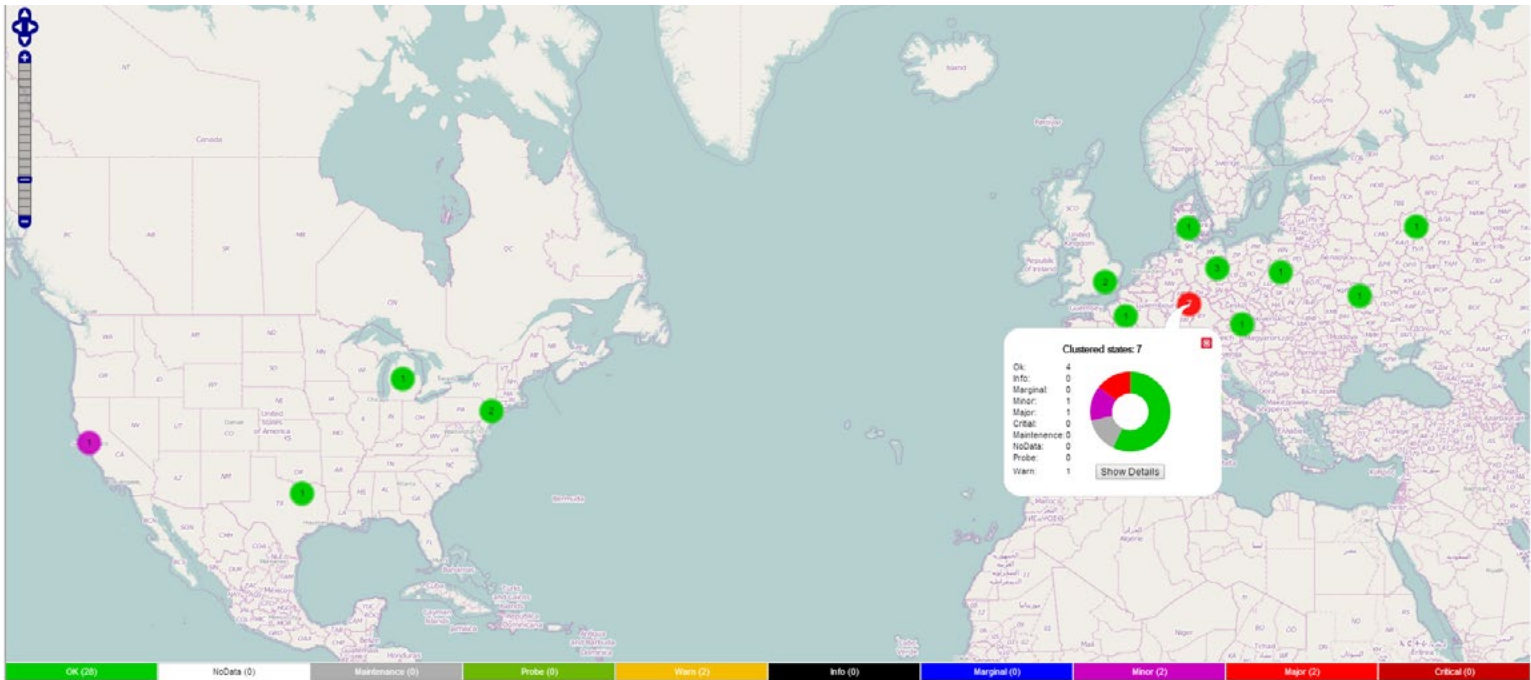
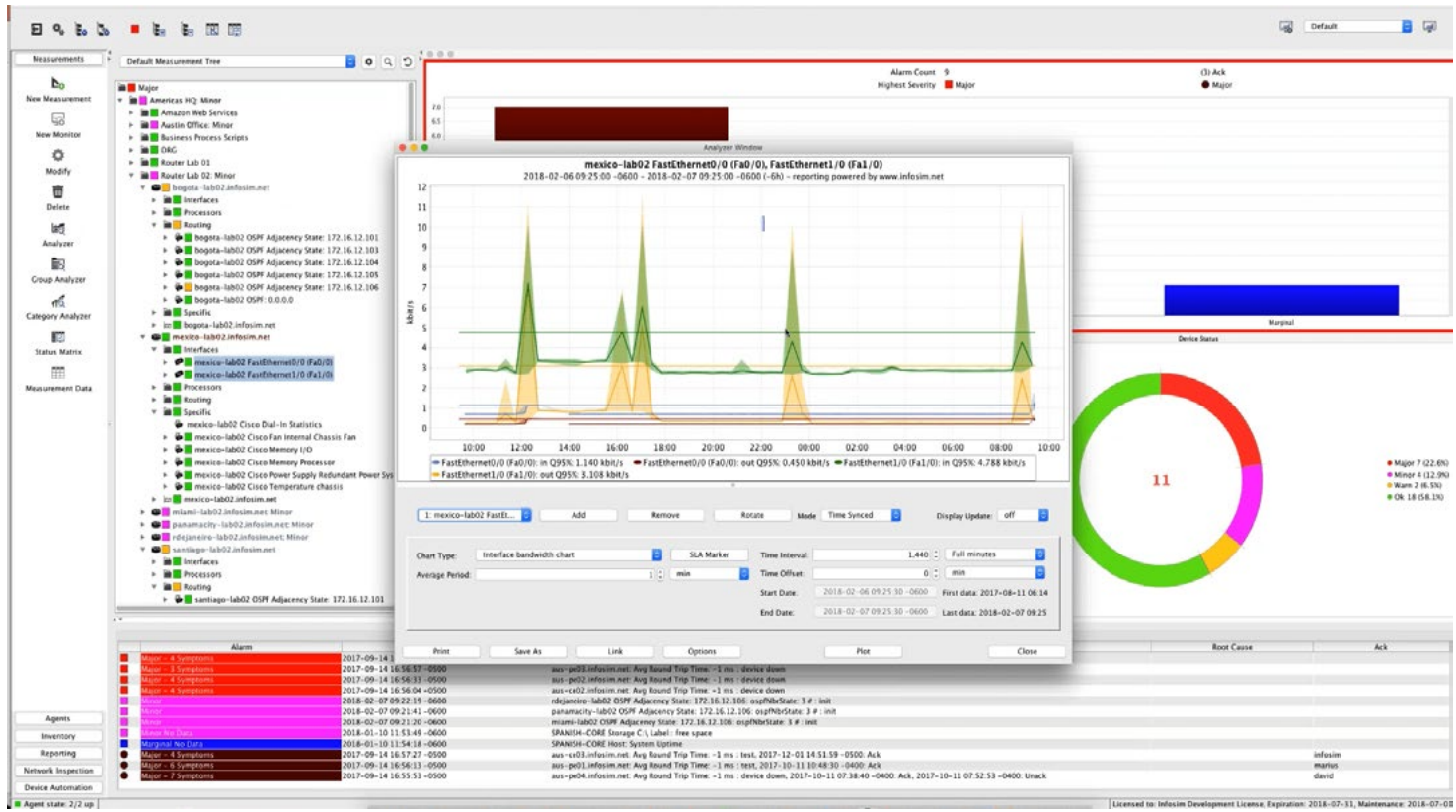

Root-Cause and Impact Management

StableNet® provides automated Root-Cause-Analysis (RCA) and service impact management for networks, systems and services. This allows engineers to focus on and simultaneously prioritize service-affecting events.

StableNet® uses a combination of threshold monitoring, SNMP trap processing and syslog processing in order to perform automated problem analysis in real-time. Events are correlated by the built-in RCA subsystem without the need to write and update correlation rules. Alarm dashboards and notifications are enriched with business and service information. This provides NOC engineers with understandable and actionable information.

Extensive reporting capabilities provide invaluable data for network planners and network managers.
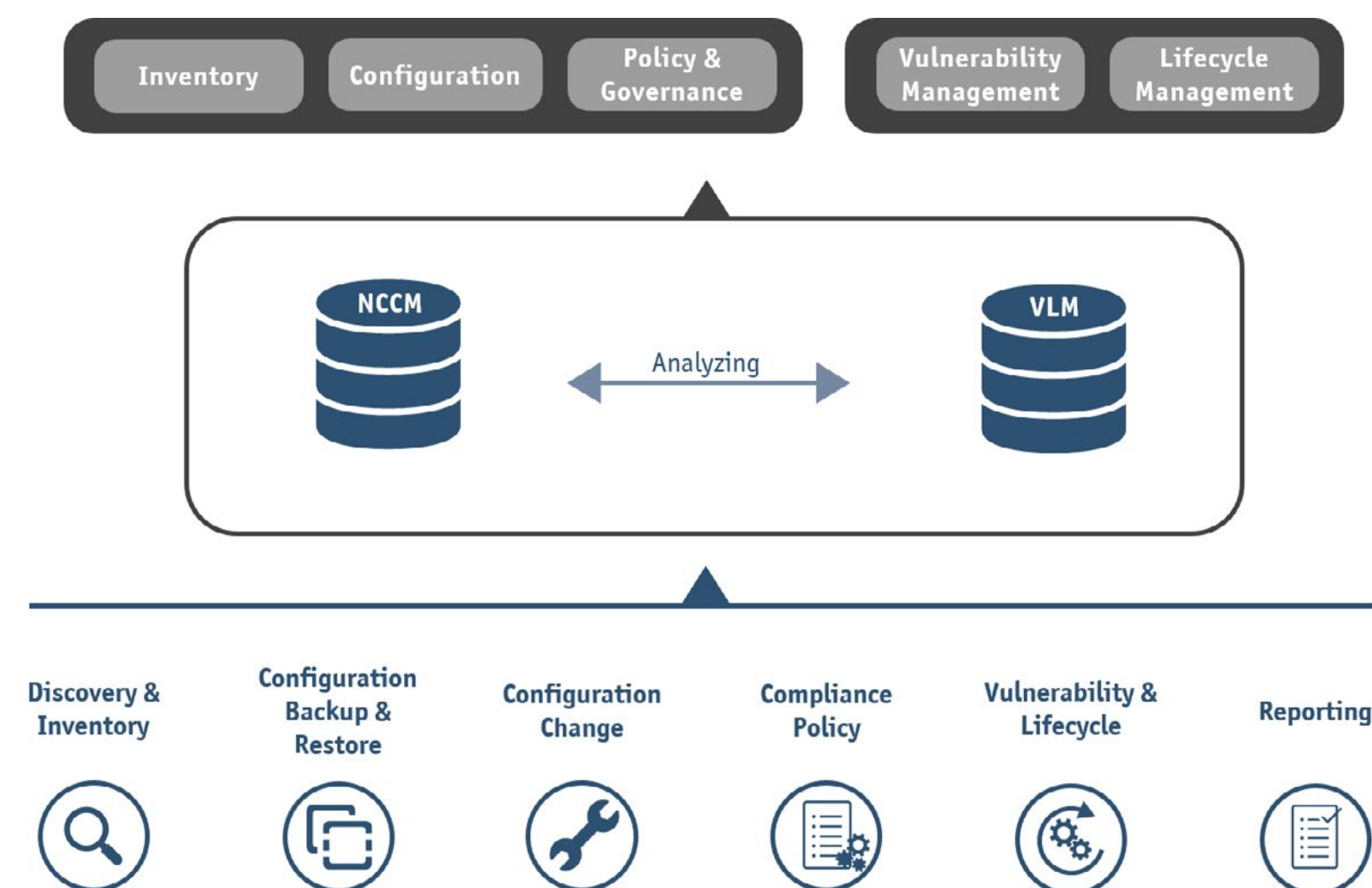
StableNet® integrates with existing management applications and 3rd party applications. For example, if a trouble ticket application is used for tracking problems and resolutions, StableNet® integrates with the application in order to open a trouble ticket upon failure detection and closes it automatically upon clearance of the failure. Automated RCA by StableNet®:

- Correlates root-cause events automatically without coding or updating rules
- Enriches alarm information and dashboards with business impact information
- Provisions alarm monitors for all relevant KPIs of all network assets automatically
- Supports integration with SMS, pager, email, trouble ticket and script execution on alarm events
- Provides best-in-class event reports and statistics
- Provides a real-time status dashboard of all assets and services

Provisioning & Configuration
Service Fulfillment

Inventory Configuration Policy & Governance

Vulnerability Management Lifecycle Management

NCCM ← Analyzing → VLM

Discovery & Inventory | Configuration Backup & Restore | Configuration Change | Compliance Policy | Vulnerability & Lifecycle | Reporting

StableNet® is Vendor-Agnostic – supports more than 60+ Manufacturer Types and over 800+ Model Types.

Configuration & Change Management

The StableNet® NCCM module delivers key Network Configuration and Change Management functions including real-time configuration backup and restoration, process-oriented change management, and configuration policy management. In additon, two subscription services for vulnerability and End-of-Life/End-of-Service updates are available for covering security and business requirements.

The NCCM module is a fully integrated component of the StableNet® family, using the same common core services, device interaction layers and user interfaces. It delivers a true 'single product' management solution with a greatly reduced time for user familiarization.

Organizations can never truly eliminate the ad-hoc changes to network device configurations, but with the StableNet® NCCM module the impact of these changes can be mitigated. Larger scale changes can be structured into change process jobs for controlled execution and can be rolled back at any time. Configuration changes can be made either by using simple CLI commands or more powerful logic-based snippets and templates to enable less technical staff making routine changes.

Key for managing device configurations is ensuring that they meet the corporate standards. The StableNet® NCCM module allows these configuration standards to be built into policies that can be applied to devices. Therefore, action can be taken if a device is in violation of these policies. Policies can be built by using standard pattern matching techniques, advanced scriptlets for repetition checking and full script logic. This allows the user to create policies in order to cover even the most complex requirements.

An organization using the StableNet® NCCM module can build rules to locate devices within their estate that have vulnerabilities. They can take advantage of a new service on an annual contract basis which automatically distributes new vulnerability notifications directly to the customer. This will ensure that the customer network is immediately checked for any new vulnerability notifications and will reduce the time the network is exposed to potential danger.

Key Benefits:

- Ensures a complete configuration backup for all devices under management
- Versioning of all configuration backups for easy restoration to previous known state
- Automates complex tasks into simple templates
- Accelerates time for completing changes and rollouts
- Eliminates the risk associated with human error in the change process
- Enforces corporate policies and quickly views configuration deviations from those standards
- Ensures compliance with regulatory requirements such as Sarbanes-Oxley or Basel2 with a full audit trail
- Enables the use of Best Practices within an organization such as ITIL® v2/v3
- Systematically locates devices within the estate that have known vulnerabilities and mitigates against those risks
- Identifies devices that have reached End-of-Life or End-of-Service before issues arise

StableNet® and ITIL®
Service Assurance

StableNet® & ITIL®

Businesses prioritize service delivery, support processes and define the appropriate workflow in order to gain competitive advantages. The standard guideline for this is ITIL®. Hence, StableNet® supports various ITIL® processes in the configuration management and service delivery sector.

The two critical core sectors of ITIL® are Service Support and Service Delivery. The first one, Service Support, focuses on daily operational management and support, and consists of these six processes:

- Service/Help Desk
- Incident Management
- Problem Management
- Configuration Management
- Change Management and
- Release Management

However, Service Delivery focuses on the delivery of IT services from a long-term perspective. The sector consists of the following five processes:

- Service Level Management
- IT Financial Management
- Capacity Management
- Continuity Management and
- Availability Management

StableNet® Enterprise contributes to cost savings and increases your IT department's ability to respond to changes in the business environment efficiently by supporting ITIL® processes such as fault detection, reporting and performance monitoring. The table below shows ITIL® processes in comparison to the StableNet® Enterprise feature set.

Service Support	Serivcie Delivery
Service/Help Desk	Service Level Managment
Incident Managment	IT Financial Managment
Problem Managment	Capacity Managment
Configuration Managment	Continuity Managment
Change Managment	Availability Managment
Release Managment	

StableNet® and IoT
Service Assurance

StableNet® & IoT

As the Internet of Things (IoT) becomes increasingly ubiquitous, so too does the need to find an effective solution for dealing with this proliferation of devices and connections. With our unified network management solution StableNet® we focus on addressing core IoT challenges with a flexible, innovative platform for different architectures in the space of 4g-, 5g-, LoRa- or SigFox-networks based on Intel, ARM and other technologies. StableNet® is designed to connect "any-to-any," providing new levels of assurance and interoperability to both legacy and modern IoT infrastructure.

By enabling protocols, networks, databases, and applications to talk to each other securely, as well as providing holistic, end-to-end visibility, Infosim® provides viable, cost-effective connectivity along with all of the accompanying business and end-customer advantages.

We look forward to hearing from you!

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