



PULScore™

# SLA Dashboards - interactive and dynamic web reporting

Add-on Brief

## Highlights

- Interactive and dynamic dashboards for each and every PULScore data source
- ▽ Customizable to meet specific SLA requirements
- Transparent visualization of the service performance
- Locate best and worst circuits to identify issues in seconds
- ▽ Display selected metrics including Data Delivery Ratio, Service Availability, Min, Max, Avg, Median, Percentiles etc
- Save to Excel Spreadsheet to share reports with colleagues and customer
- Features intelligent trending and analytics

## Interactive and dynamic web report

When done well, SLA management translates technical jargon to easy-to-understand form to show whether the customer is getting what they paid for. At the same time, this enables you to verify how well you are performing against what you have promised. PULScore SLA Dashboards give a powerful up-to-date overview of service performance against SLA targets dramatically improving end customer satisfaction and retention.

The PULScore SLA Status view provides a clear high level overview of service comprising all customer circuits. Circuit SLA views further expand visibility to details about each and every circuit – all automatically publishable to customers and internal interest groups via the SLA Portal. SLA Dashboards also comes with a comprehensive set of tools to filter, find and explore anomalies and trends. These powerful functionalities give both quick real-time status for customer executives as well as actionable and in-depth information for network engineers. Get an edge and provide more attractive services than the competition.

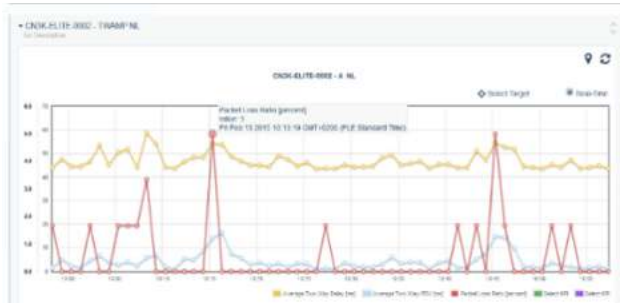
### Customer View



### Network View



## Troubleshooting



## Drilldown

Name	Type	Status	SLA Status	SLA Target	SLA Breach	SLA Breach %	SLA Breach Count	SLA Breach Rate
SLA Status	SLA	OK	100%	99.99%	0	0	0	0%
SLA Status	SLA	OK	100%	99.99%	0	0	0	0%
SLA Status	SLA	OK	100%	99.99%	0	0	0	0%
SLA Status	SLA	OK	100%	99.99%	0	0	0	0%
SLA Status	SLA	OK	100%	99.99%	0	0	0	0%
SLA Status	SLA	OK	100%	99.99%	0	0	0	0%
SLA Status	SLA	OK	100%	99.99%	0	0	0	0%
SLA Status	SLA	OK	100%	99.99%	0	0	0	0%
SLA Status	SLA	OK	100%	99.99%	0	0	0	0%
SLA Status	SLA	OK	100%	99.99%	0	0	0	0%

## Features

- Clear SLA Status view with overall performance against SLA targets
- Drill-down to Circuit-level data
- Flexible search filters such as find Circuits where SLA Status is less than 99.99%
- Interactive charting for every KPI with period based drill-down
- SLA Portal support



# CREANORD

on the pulse of networks

Specialized in network connectivity performance and SLA management - Creanord helps service providers and alike operate their network with complete visibility and uses the service quality as a competitive asset. With Creanord solution you can discover the pulse of your networks and build the confidence to sell, deliver and use the services to your customers.

At Creanord we believe in the Five V's, which sets us apart



## Volume

Scales to hundreds of thousands of measured connections  
Kafka API for big data  
Great economical fit to growing performance monitoring needs



## Variety

Compatible today with 3G, 4G and 5G application requirements  
Broad range of physical and virtual measurement probes  
Diverse data categorization options including arbitrary metadata



## Velocity

Rapid deployment with point-and-click provisioning  
Real-time measurement data for SDN/NFV automated operations  
Automated SLA reporting with built-in approval process



## Veracity

Microsecond accuracy in measurements  
Granular reporting through down to millisecond sampling rate  
Versatile testing options at L2, L3 and L4-L7



## Value

Measurement and analytics as a package  
Cost predictability with no hidden costs  
Reliable data from top down enabling proactive and efficient operations

Stellar product technology and customer first-thinking combined with flexible operations makes Creanord your business partner of choice.