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FAULT MANAGEMENT

Boost your network quality

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ADVANTAGES OF THE INNOVILE FM SOLUTION

BOOSTING NETWORK QUALITY

Continuous and uninterrupted connectivity is vital for consumers and businesses. Delays in service or critical failures on network availability can cause churns for Communication Service Providers (CSPs). Innovile Fault Management (FM) Platform helps CSPs to detect, report, automate, correlate, and rectify network faults from a single dashboard before these faults negatively affect the Quality of Service (QoS).

MACHINE LEARNING – ROOT CAUSE ANALYSIS

Multi-vendor/multi-technology Innovile FM Platform is designed to access data from sources such as network elements, legacy fault management systems, and/or centralized data lakes and to deliver the acquired data nearly real-time to the consolidated alarm management system. The Rule Generation tool of FM Platform solves known repetitive alarms automatically, associating the events coming from one element in order not to congest the system with multiple alarms from the same source. The Machine Learning Root Cause Analysis (ML-RCA) algorithm of Innovile FM Platform assists CSPs to deeply identify the root of the problems and historically analyze, correlate, and group the alarms.

REPORTING AND SELF-HEALING

Innovile FM platform automatically informs the CSPs by creating ticket, sending SMS, e-mail and/or simply presenting such notices on the NOC/SOC dashboards. The FM Platform easily detects the outliers, upcoming problems by assigning trend and anomaly scores. It executes self-healing processes by generating/sending scripts to rectify these problems automatically or semi-automatically.

COORDINATION OF PERFORMANCE MANAGEMENT AND CONFIGURATION MANAGEMENT

Innovile FM Platform works in coordination with PM and CM solutions to deliver a comprehensive overview of network performance to CSPs. The FM Platform has built in alarms which continuously check the platform health in case a technical issue occurs. It displays service availability status, target connectivity, database health and performs server-based checks such as free space, memory, CPU, etc. Innovile FM also enables custom alarms to be defined such as missing data, executed command errors, KPI based alarms, and manual intervention needs.

FM KEY BENEFITS

- Improves quality of service (QoS) and quality of experience (QoE) by diagnosing customer impacting faults
- Helps to classify, prioritize, and focus important alarms
- Automates resolution processes
- Empowers fast troubleshooting on critical faults
- Enables fast forwarding of messages to the NOC/SOC teams
- Creates trouble tickets

- Enables to centralize, correlate and reduce faults
- Generates reports on outages, locations, resources, historical alarms, trouble tickets, open tickets, closed tickets, related tickets, etc. through its user friendly dashboard
- Works in coordination with Innovile CM and Innovile PM platforms

- Uses ML Root Cause Analysis algorithms to quickly locate the source of the problems and reduce MTTR (Mean-Time-To-Resolution) by eliminating unnecessary alarms and prioritizing high impact faults.

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ABOUT INNOVILE

Innovile provides network excellency with its' "**Self-Organizing Network**, **Configuration Management**, **Performance Management** and **Fault Management**" solutions to fulfill the potential of the network lifecycle for communication service providers (CSPs)

The Innovile network management solutions provide multi-vendor, multi-technology, heterogeneous network components, and they surmount complexity for CSPs. To obtain measurable and actionable insights on the network as well as on customer behavior through detailed analytics help CSPs to provide superior mobile experience. Our future-proof, flexible and agile network optimization solutions bring simplicity to networks and make Innovile the first choice for Tier One operators.

Global Footprint

Extensive Portfolio

Proven Solutions

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