

① Features:

Service Organized

- Physical Assets are associated with services and customers
- Customizable graphical views based on service or customer
- Automatic views based upon changes in the topology of the network

Genuine Network Topology System

- A true topology system that understands how equipment is connected to each other and where services are going
- Services can be defined by physical devices or paths within the network
- Topology system automatically updates graphical representation of services based upon patches, matrix switches and redundancy switches

Intelligent Alarming

- Identify what services and customers are affected by equipment faults
- Suppress downstream or sympathetic faults
- Automation system to configure rules for alarm correlation

Element Configuration

- Define setup and teardown routines for service activation and deactivation
- Integration with Compass Inventory Management System
- Reconcile active equipment configuration with expected

Service Monitoring

- Prioritize recovery based upon service priority
- Definition of service performance characteristics to qualify health and availability
- Ensure that SLAs are being met
- Reporting and Trending of service performance



The Service Management system for Compass organizes network assets, configuration, performance data and alarm processing within the context of a service.

No longer are faults reported simply based upon the device that they are occurring on. Compass Service Management immediately reports on the affected services and customers as well. Alarms can be correlated based on the current equipment and network conditions to best inform operators about the true nature of a problem on the network.

Service Management by Compass is built upon a completely new network topology system. This true topology system understands your network elements are connected to each other and what paths are being used within the system. It dynamically accounts for changes in patch panels, matrix switches or redundancy switches.

A new automation system eliminates much of the labor associated with setting up services. Routines can be defined to automate the entire process of setting up and tearing down a service.

Monitoring service performance is easier than ever. Service monitoring continually collects and stores performance data and measures it against user defined performance characteristics to determine the quality and availability of the service as described in relevant Service Level Agreements.

Service Management by Compass takes the focus off equipment and places it on customers by equipping operators with the necessary information and tools to quickly identify a problem, who's affected and what the solution is.