



In order to better meet customer requirements for enhanced service assurance and fault management, Cisco® is expanding its relationship with IBM to leverage IBM Tivoli Netcool technologies. The companies believe that the combination of the unique Cisco Active Network Abstraction (ANA) platform and the industry-leading IBM Tivoli Netcool portfolio gives customers an unprecedented amount of control over their service delivery while reducing the costs of maintaining and operating their large multivendor networks.

Cisco Assurance Management Solution (AMS) will deliver service providers and large enterprises near real-time centralized monitoring and root-cause analysis, integrated with Cisco ANA. Cisco AMS provides the key building blocks for flexible deployment of end-to-end assurance management for complex, multivendor, multitechnology networks. Cisco Assurance Management Solution will extend the existing Cisco Info Center solution to provide network fault monitoring, trouble isolation, and real-time service-level management for large multivendor networks integrated with a next-generation mediation platform. By using the Cisco Active Network Abstraction platform and incorporating technology from the IBM Tivoli portfolio, Cisco AMS helps customers manage IP-based services more effectively while dramatically reducing implementation and maintenance costs. Customers will be able to change and evolve network devices and configurations without having to change their service management and operations support systems applications.

About Cisco AMS

Cisco AMS provides an industry-leading offering for end-to-end assurance management based on Cisco and IBM Tivoli Netcool technologies, providing the benefits listed in Table 1.

Table 1. Benefits of Cisco AMS

Root-Cause Analysis	Network fault visualization with real-time root-cause analysis, reducing timing to troubleshoot network issues
Manager of Managers	Helps enable organizations to manage data from multiple tools under a single console
Real-time Management Views	Provides operations staff and executives "anytime, anywhere" access to device and network status
Investment Protection	Packaged to facilitate integration with existing Tivoli Netcool or Cisco Info Center implementations
Flexible deployment	Packaged to facilitate incremental and transitional use of Cisco AMS functionality, integrated with Cisco ANA
Extensibility	Extend Cisco AMS with Cisco Service Fault Isolation for Layer 3 Multiprotocol Label Switching (MPLS) VPN monitoring or with IBM Tivoli Netcool/Cisco Info Center products

Further, Cisco Advanced Services provides professional services to implement and tailor the deployment of Cisco AMS to a customer's specific network services offerings and operational needs.

Cisco AMS is integrated with and requires a license for all managed network elements for Cisco ANA. Integration between Cisco ANA and Cisco AMS, implemented by

Cisco Advanced Services, helps ensure a rapid and successful implementation.

Cisco AMS and Cisco Info Center

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About Cisco ANA

The basis of Cisco AMS is the breakthrough network mediation solution, Cisco ANA. The solution is a next-generation platform designed to overcome the current problems associated with OSS implementations. Among the problems are the following:

- Current OSS infrastructure is disjointed. Most OSSs are highly complex back-end systems built up from disparate sets of point solutions from different vendors.
- Service deployment is human intensive. When new elements and devices are added to the network, a great deal of work is needed to hand-code the necessary interfaces. This work is difficult and time-consuming, adding no real value for the service providers' customers.



Cisco Assurance Management Solution

An Industry-Leading Offering for End-to-End Assurance Management

- A fragmented OSS is costly to operate. OSS industry analysts say that 50–70 percent of all spending on an OSS goes on systems integration and maintenance of legacy systems.
- OSS implementations rely on scarce resources. Integration work is also specialized, leaving service providers dependant on costly and scarce programming personnel or being forced to rely on integration services.

These issues add up to a significant drain on a service provider's resources that could be better spent on improving business performance and meeting rising competition and technological complexity.

Cisco ANA is a fully distributed OSS mediation platform that abstracts the network, its topology, and capabilities from the physical elements. It provides full visibility into the network topology, the services created on top of the networks, and the status of the whole system. By providing a common information model across physical network elements, the services provided by those elements, and the network and its services, Cisco ANA provides customers with a strong platform for service activation and provisioning, service assurance, and logically, for network management itself.

Cisco ANA is also the basis for a new industry collaboration between Cisco and Nokia Siemens Networks. As that work evolves, the benefits of the Cisco ANA solution today will be extended to include mobile and wireless management and help customers apply these benefits to their converged networks and environments. For more

information on the Cisco and Nokia Siemens Networks initiative, visit <http://www.cisco.com/go/ana-jmp> or contact your Cisco sales representative.

For more information about Cisco Assurance Management System, please contact your local Cisco account representative.