Monitor, optimize and verify delivery of differentiated services across your multi-vendor, multi-technology network.

Benefits of VitalSuite®:
- Deliver optimum network, service and application performance
- Maximize ROI through automated capacity planning
- Drive profitability with differentiated and managed services
- Enhance SLA monitoring, management and validation
- Reduce operational support costs with comprehensive problem detection and resolution
- Speed time-to-market with quick and easy deployment
- Manage network growth with an extensible platform, open APIs and carrier-grade scalability
Deliver optimum network, service and application performance

Successful delivery of differentiated wireless and wireline services means continuously optimizing and tightly integrating network, service and application management. Only Lucent VitalSuite® Performance Management software provides the complete visibility and control over your entire multi-vendor, multi-technology infrastructure.

Lucent VitalSuite® software, recipient of the Network World “World Class Award” for best performance management solution, has been proven in wireline and wireless service provider and enterprise environments around the globe. This innovative system integrates multiple advanced software modules to provide an effective, high-quality network and applications performance management solution. It enables ready access to real-time data on everything from complex application transactions to critical network resources to SLA compliance. And it gives you a comprehensive service-oriented view of your infrastructure that no competitive solution can match.

Alarm summary heat charts let you quickly drill-down to detailed problem diagnoses and recommended resolutions.

Deliver top-tier QoS for mobile data, IP VPN, IP telephony and other advanced services

Consistent service availability and quality are keys to customer satisfaction and retention. Satisfied customers tend to increase their service usage and are more likely to move up to higher-margin offerings such as top-tier QoS for mobile data, IP VPN, IP Centrex, streaming video, DSL, GigE and diverse 3G wireless services. But sustaining uptime and QoS can be difficult, particularly when you’re delivering services across your network levels and technologies from the core to the edge.

VitalSuite® software collects quality indicators from the entire network from the end-user through the network and servers enabling maximum service quality and availability.
Lucent VitalSuite® software is designed to help you meet these challenges. Its integrated modules identify problems in the context of overall performance, not just as isolated events. It allows you to easily track and analyze network, service and application performance data. And, you can prevent service degradation and maximize service quality and availability by instantly identifying devices, subnets and network paths that have crossed your quality thresholds.

The VitalSuite® system comprises:

- **VitalNet™ Network Performance Management** software is designed to help pre-empt network performance problems via continuous surveillance of your MPLS core, ATM traffic and access technologies (such as Frame Relay, Ethernet and wireless) to help you uncover and address potential trouble spots. You can further enhance this capability with the new VitalNet™ Advanced Reporting ToolKit (ART) software module. Working with VitalNet™ software, this innovative option gives you the ability to analyze data and determine root causes of network performance problems via flexible, easy-to-use custom reporting.

- **VitalEvent® Real-time Event Analysis** software helps you to achieve high service reliability with instantaneous visualization and versatile thresholding and filtering that traditional performance management products cannot match.

- **VitalApps™ Application Performance Management** software is designed to monitor, analyze, predict and enhance application performance across your broadband, dial and wireless data networks. Performance data from these components can be seamlessly merged for efficient management of every operational level.

VitalSuite® software innovations include a web-based “My Vital” portal that gives you a personalized window on your entire operations. My Vital displays virtually any aspect of network, service and application performance including LAN, WAN, ATM or Frame Relay quality indices and events all the way from your backbone infrastructure to your customer sites. It lets everyone from executives to engineers to network administrators create displays tailored for their individual requirements. If you choose, users can leverage it to detect, diagnose and even fix common problems themselves, reducing support calls and further enhancing customer satisfaction.

Maximize ROI through automated capacity planning

With VitalSuite® software, you get detailed, real-time data you need to maximize your utilization of costly WAN circuits, high-capacity data center servers, wireless infrastructure resources, storage area networks (SANs) and more. It helps identify strained and stranded assets, target underutilized resources for consolidation or elimination, allocate budgets, anticipate capacity needs for peak periods and even predict future growth in order to plan network expansions and expenditures.

VitalSuite® trend charts let you monitor utilization over days, weeks and months to identify time-of-day, day-of-week and seasonal traffic patterns.

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At the network and service level, VitalSuite® software portfolio provides a complete overview of your network’s physical infrastructure, with both historical and real-time performance views. You can access a status summary on all your network resources, including routers, servers, LANs/WANs, wireless devices and ATM and Frame Relay links. Additional details on network operations and remote access and client/server paths are available to give you deeper insights into infrastructure performance. Highly granular drill-down reports offer charts and tables containing volume and utilization information to simplify capacity planning.

Summary reports use historical data to project volume and utilization six months into the future, helping you ensure that your network will continue to accommodate peak activity. This also helps you predict long-term utilization and performance trends to support capacity planning and budgeting.
VitalSuite® agents deployed in your network and on customer desktops help you monitor service and application performance from your customer's point of view. In multi-tier environments, agents can help enhance service delivery and QoS by continuously monitoring your application servers, web servers, e-mail systems, databases and firewalls.

Enhance SLA monitoring, management and validation

Ensuring superior customer experiences — and avoiding profit-reducing financial penalties — calls for consistent compliance with the service level agreements (SLAs) that are integral to value-added services delivery.

With service-centric view of your networks, servers, clients and applications, VitalSuite® software is the ultimate solution for meeting your SLA commitments and validating your SLA compliance. It lets you monitor, record and document performance across dynamic, multi-tier environments, allowing you to provide customers with objective proof of the quality of services they are receiving. This gives you a true competitive advantage — and a key enabler for offering differentiated services to create new revenue streams.

VitalSuite® software’s advanced analysis tools help you accurately assess the feasibility of delivering on proposed service levels before you agree to them, then allocate the appropriate levels of technical and human resources. Its powerful management tools enable service-focused monitoring of your SLA compliance from core to edge to customer location in real-time. And its network-wide visibility simplifies SLA validation by letting you experience and optimize service performance from the end-user perspective.

To validate that committed service levels are being delivered to your business customers, you can create customized trending reports, group comparison reports and reports that outline the best and worst performance over any desired periods. These SLA reports can display information by time, geography or technology, providing multi-dimensional analyses for you and your customer.

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Reduce operational support costs with comprehensive problem detection and resolution

Conventional network management systems generate hundreds of alarms every day, making it difficult to pinpoint and prioritize root causes. VitalSuite® software, by contrast, guides you straight to the source of the problems in your network or your customer’s network. Its ability to associate events in real time with specific devices, ports, virtual connections and applications helps you quickly identify, locate and troubleshoot network problems.

Advanced path analysis immediately identifies which customer is at risk for outage or service degradation, so you can often cut diagnosis and resolution times from hours to minutes. The system automatically links events and resources to each network path, and then correlates performance analysis by customers, services, technologies and regions. This powerful correlation capability also minimizes trouble tickets, helping ensure targeted troubleshooting that keeps your operations running smoothly and defuses costly downtime.

Filling in the details behind the heat charts, web-based drill-down reports clearly demonstrate how well your specified service levels are being delivered. They provide the job-specific information needed by executives, network managers, capacity planners and application managers with varying degrees of responsibility and technical expertise.

Speed time-to-market with quick and easy deployment

VitalSuite® software provisions quickly right out of the box. It requires no customization and begins delivering immediate results, helping you enjoy rapid ROI. Certified for more than 640 individual network elements, it supports more than 50 vendors’ equipment. This includes policy systems such as DNS, DHCP, AAA and firewalls, as well as WAP, SQL, Microsoft Exchange and Outlook e-mail, Microsoft Office, SAP and many other popular applications — more than 100 in all.

The system’s standards-based architecture ensures compatibility with your existing equipment and solutions. An open application programming interface (API) and versatile toolkits such as MIBWorks and DataWorks ease integration with your existing OSS. And data gathered from the VitalSuite® software can be imported directly into other popular network management and trouble-ticketing systems.

Manage network growth with an extensible platform, open APIs and carrier-grade scalability

VitalSuite® software offers built-in flexibility and extensibility to grow and change along with your customer base, and to readily accommodate new technologies as they emerge. It provides a simple, scalable method for gathering data throughout the largest, most complex, and widespread distributed business environments. And it is capable of supporting millions of users and network resources, letting you meet the needs of your fastest-growing enterprise customers.

As you enlarge your client roster, the architecture scales gracefully to support it, automatically discovering new users, resources and applications — while enabling you to efficiently optimize performance and maintain centralized control.

The VitalSuite® software “My Business” heat charts show you the status of critical applications at a glance.

Powerful real-time visualization and analysis tools give you a choice of customizable geographic topology maps, path displays, graphs and tabular reports — all with immediate drill-down functions to ensure quick and easy root cause analysis. Unique color-coded “heat charts” highlight performance problems at-a-glance. When a glowing “hot spot” pinpoints a trouble spot, you immediately know where to focus your troubleshooting efforts.
VitalSuite® Software Features and Benefits Summary

• **Multi-vendor, multi-technology compatibility** – provides a programmable, extensible platform to accommodate cost-effective growth

• **Network-wide visibility** – monitor and measure all network elements, servers and clients to enhance performance and pre-empt problems

• **Application performance management** – transaction monitoring from an end-user perspective facilitates performance optimization and QoS enhancement

• **Network performance management** – improve resource optimization and planning to help maximize ROI

• **Event management** – real-time network event data allows proactive responses for corrective action and prevents problem escalation

• **Customizable information portal** – “My Vital” portal provides personalized views into network, service and application performance

• **Immediate deployment** – shorten time-to-results and ROI with easy out-of-the-box implementation

• **Carrier-grade scalability** – comes complete with built-in support for millions of performance-monitored objects

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Navis® iOperations Software Solutions

VitalSuite® is part of the comprehensive Lucent Navis® iOperations software portfolio of multi-vendor, multi-technology Operations Support Systems for wireline, wireless, optical, circuit and data networks. Navis® iOperations systems are developed on extensible, programmable platforms, open APIs and advanced system architectures to provide carrier-class reliability and scalability, as well as rapid and affordable integration into your preferred operations infrastructure.

The award-winning Lucent Navis® iOperations portfolio, including VitalSuite® and VitalQIP™ network management software, supports the full breadth of network management operations, including service provisioning, service assurance and element management, mediation and modeling. Navis® iOperations solutions enable delivery of advanced services across current and next-generation networks – while improving efficiencies, significantly reducing operating expenses and delivering the quality of service today’s customers demand.

Navis® iOperations software solutions are supported by Lucent Worldwide Services (LWS), systems integrators, and service provider partners who provide a comprehensive suite of world-class planning, deployment, operations and maintenance services.

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To learn more, contact your Lucent Technologies sales representative, authorized reseller or sales agent. You can also visit our web site at http://www.lucent.com/oss or call 1-888-426-2252.

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