Magellan ServiceMonitor: Customer Service Management for VPNs

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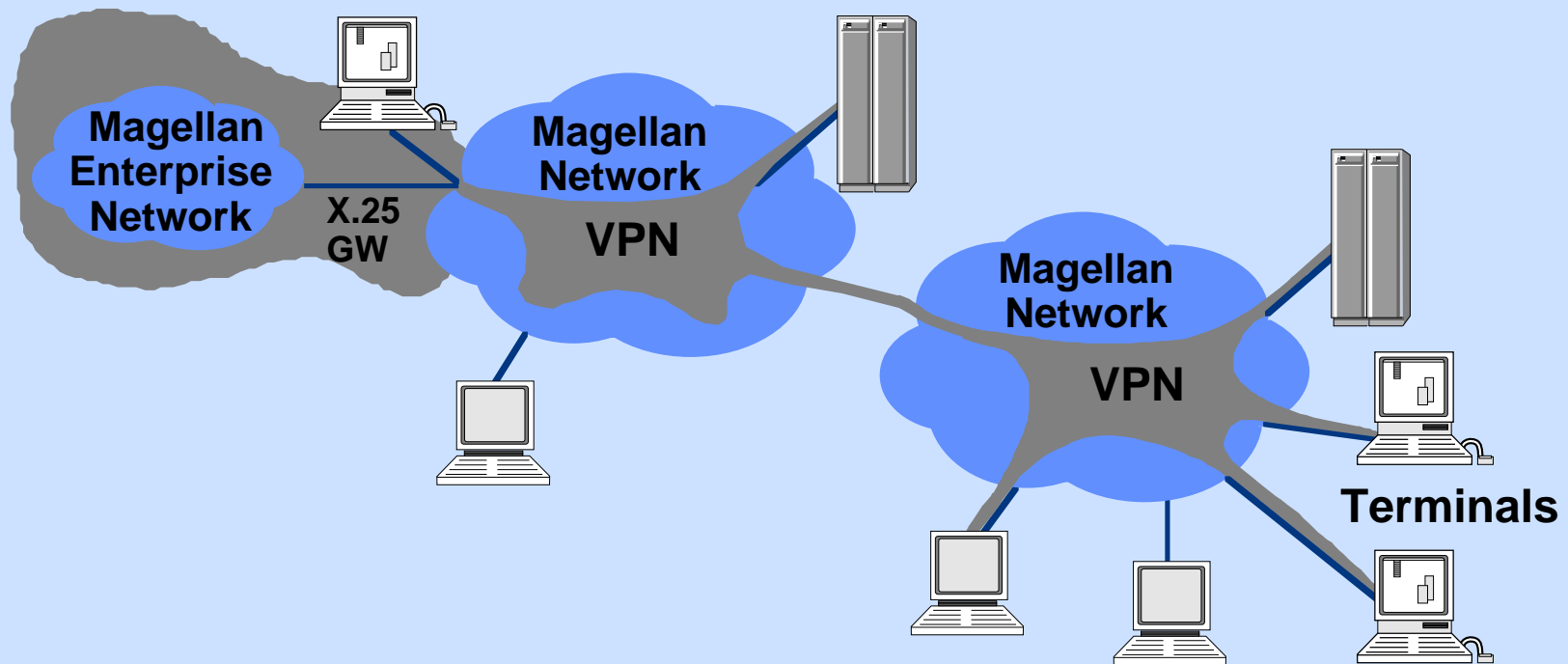
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Agenda

- **Virtual Private Network Service Management**
  - **VPN Opportunities**
  - **Business Drivers**
  - **VPN Service Management**

- **Summary**

- **ServiceMonitor Solution**

VPN Opportunities

- **Traditional VPN**

- **Extending a VPN solution with partnering**

- **Enterprise network extensions through VPN**

Business Drivers

- **VPN buyer perspective**
  - competitive cost to owned solution
  - reduces in-house skills and responsibilities
  - increases flexibility
  - "share control", need for management capability

- **Service provider perspective**
  - increases market
  - overall solution cost is critical

**Sharing network and its management,
a win-win strategy**

VPN Service Management
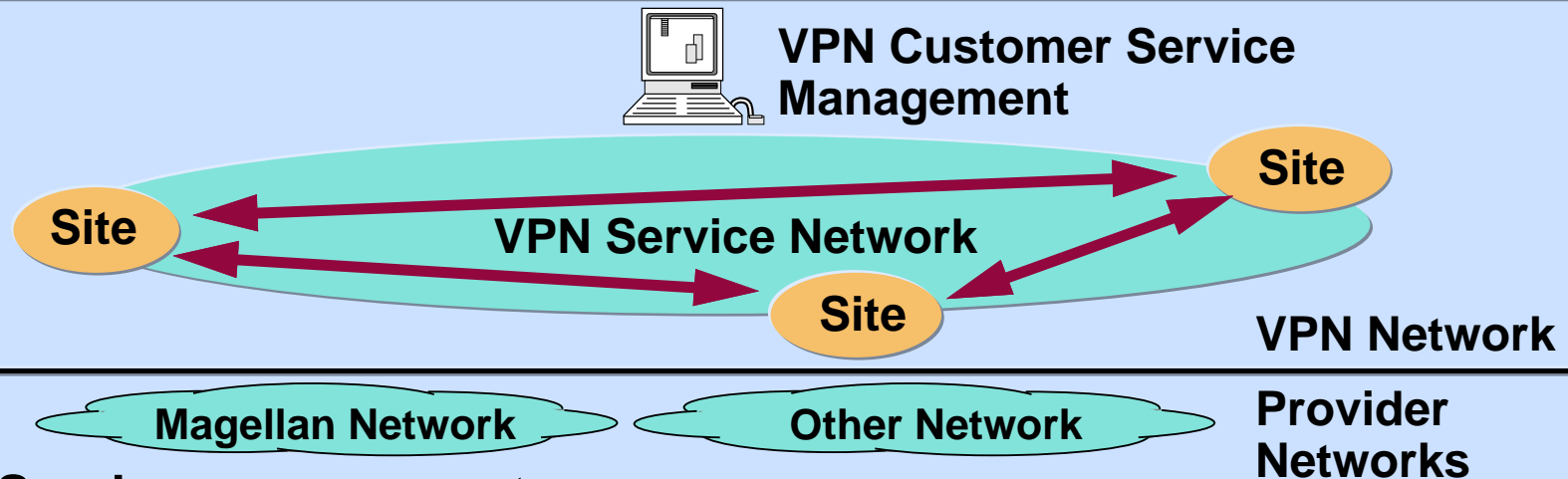
- **Service management**
  - required by both, service provider and end-customer
  - to be delivered in cost effective manner
  - a differentiator, needs to be customizable
- **VPN customer wants VPN service management to deliver:**
  - current service operation
  - service performance reports
  - service definition

Service Management enhances VPN offering
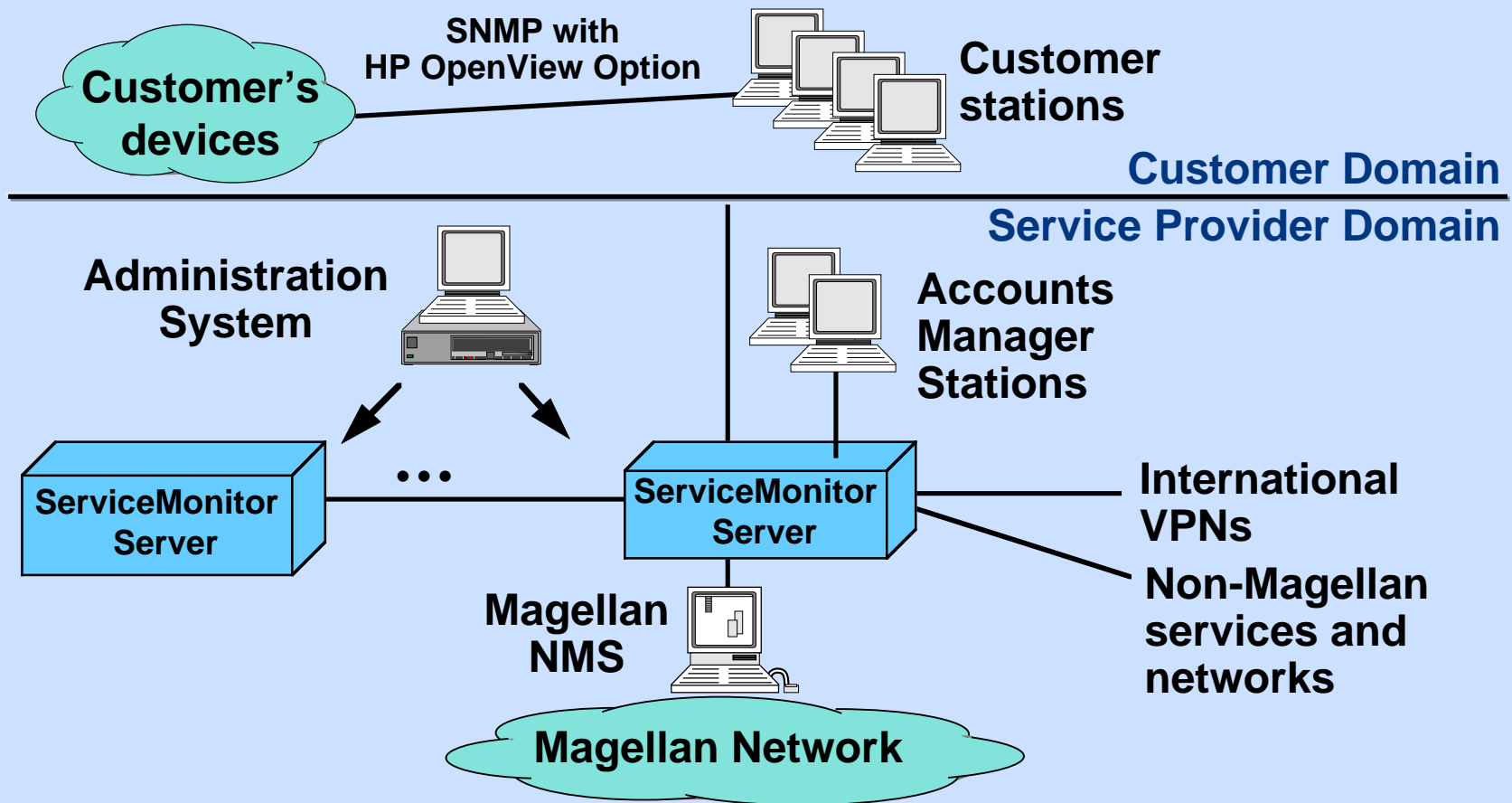
Agenda

- **Virtual Private Network Service Management**

- **ServiceMonitor Solution**
  - the importance of market trials
  - brief overview
  - keeping down the administration load
  - making international VPNs possible
  - applications and how they look
  - why customize?
  - rollout

- **Summary**

Getting the Right Solution...Together

- **Initial three market trials focused on end-customers' needs**
  - concept of equipment independent service management
  - PC platform
  - simplicity of system
  - on-line help

- **Second five market trials focused on service providers' requirements**
  - multiple VPN management capability
  - enhanced scalability
  - reduction of ownership costs

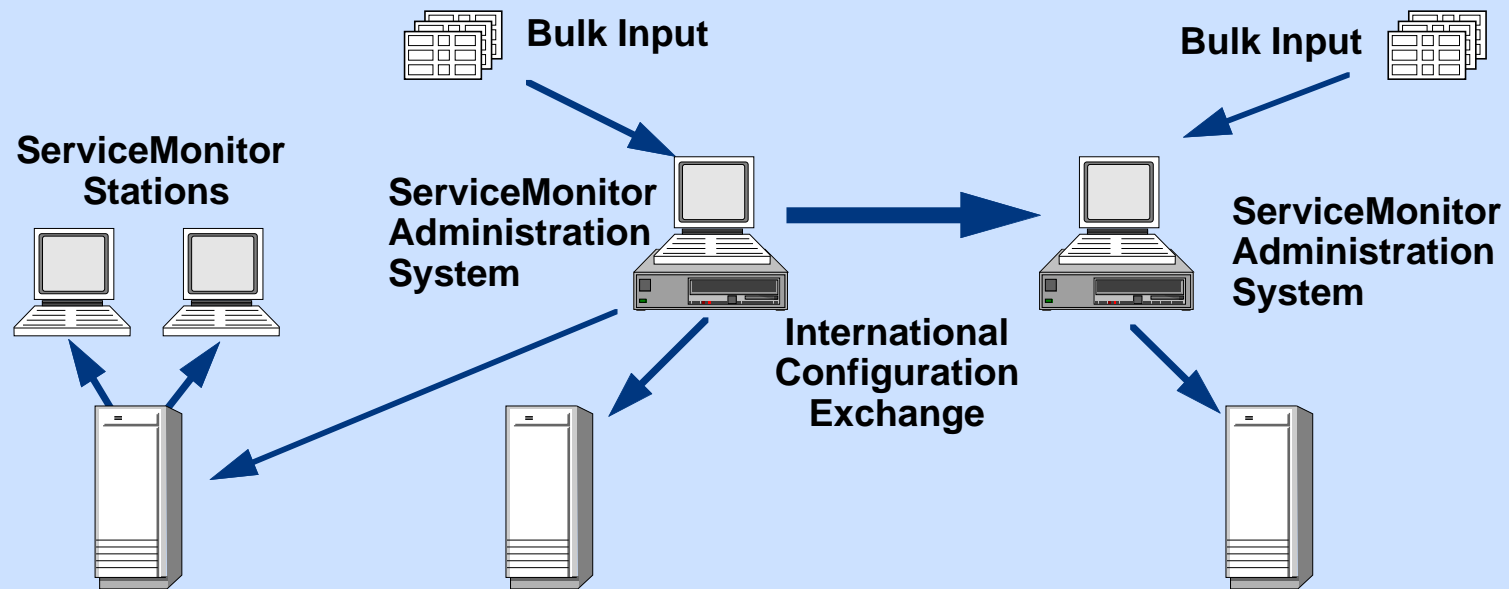- **Product purchased by market trial customers**

Magellan ServiceMonitor, a customer-driven solution

ServiceMonitor - System Overview

SNMP with HP OpenView Option

Customer's devices

Customer stations

Customer Domain

Service Provider Domain

Administration System

Accounts Manager Stations

ServiceMonitor Server

...

ServiceMonitor Server

International VPNs

Magellan NMS

Non-Magellan services and networks

Magellan Network

Seamless interface across all Magellan services

ServiceMonitor Administration

Bulk Input

Bulk Input

ServiceMonitor Stations

ServiceMonitor Administration System

ServiceMonitor Administration System
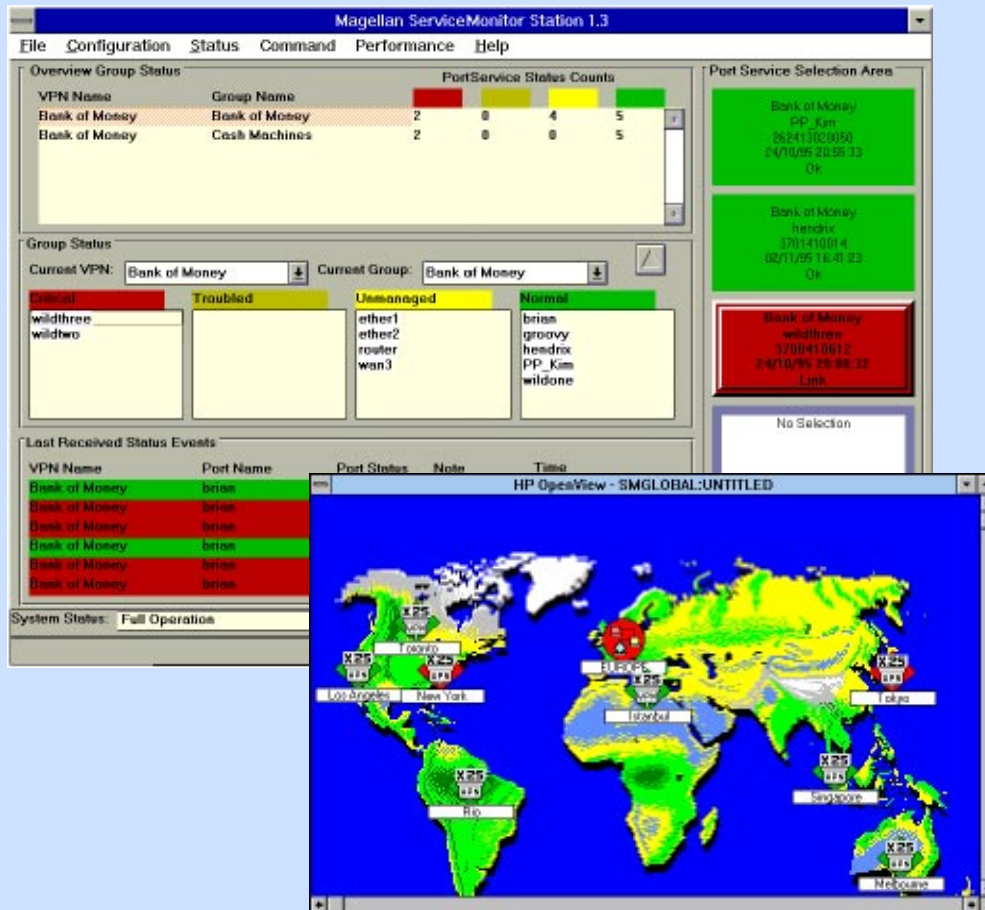
International Configuration Exchange

- **Centralized integrity**
- **Bulk input**
- **International export / import**
- **Commercial dbms - reports**
- **Station administration autonomy**

Reduced load improves cost-effectiveness

ServiceMonitor Applications

Access to service reports

Connection management

Performance management

Customization

Status management

Network equipment command
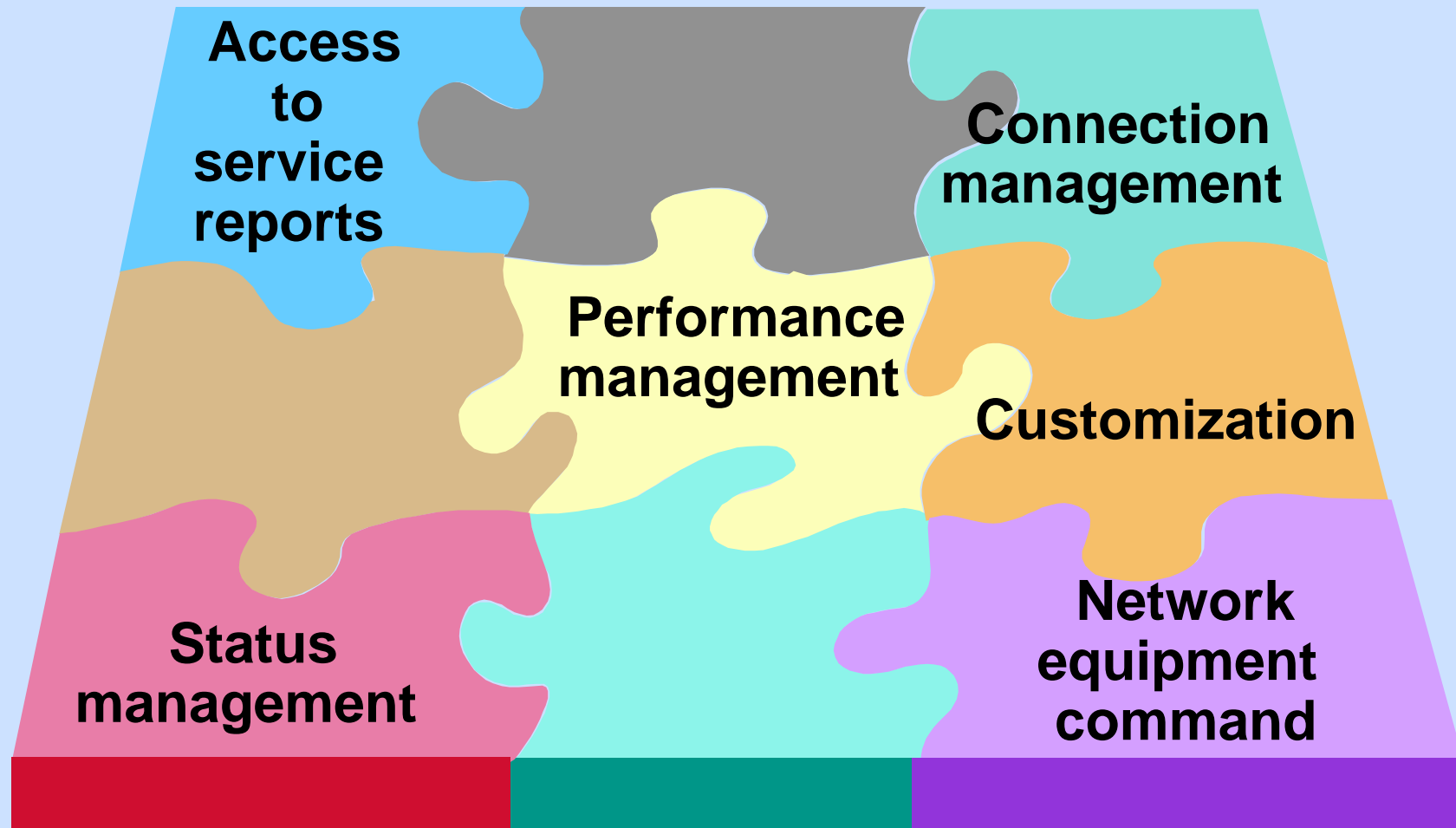
ServiceMonitor User Interface

- **Common user interface for:**
  - sub-Windows
  - optional ServiceMonitor applications

- **Flexible main window**
  - single view
  - multiview
  - HP OpenView

- **Common applications for shared visual space**

- **On-line help**

Simplicity and flexibility reduce costs

ServiceMonitor Customizability

- **Alternate language-on-line help**

- **Flexible scripts for status and performance**

- **Service reports distribution**

- **Integration of multiple services/ multivendor (R2)**

- **Custom ServiceMonitor applications (R3)**

Value-added differentiation

ServiceMonitor - European Rollout

- **Release 1   General availability   10/95**
- **Release 2   Field trial   5/96**
- **Release 2   General availability   9/96**
- **Release 3   Field trial   4Q/96**
- **Release 3   General availability   1Q/97**

ServiceMonitor, Available Today

- ## Simple to use
  - focus on management of VPN services rather than equipment
  - reduces complexity for customer

- ## Cost-effective
  - PCs have lower cost than workstation
  - reduced service provider´ training and support costs

- ## Supports international VPNs
  - Magellan service provider co-operation for global customers

- ## Compatible with multiple Magellan products
  - DPN-100, Passport, Vector (R3)