

Five Things to Look for in a Service Assurance Tool

Service assurance for complex networks means having the right analytics capabilities at your disposal. Here are five things to look for when considering a service assurance product as part of a broader wired and wireless network offering:

1. Unified, all-in-one product.

Too many vendors ask you to buy multiple products to get the network intelligence you need for service assurance. An all-in-one analytics product is ideal because it provides comprehensive, unified network intelligence.

3. Granular troubleshooting.

Summary views are great, but in-depth client troubleshooting requires maximum granularity so that you can pinpoint the problem. Seek out technologies that give you a detailed view of the connectivity experience from the perspective of individual clients.

5. Simple deployment.

The antidote to network complexity is not more complexity. Look for a product that doesn't sacrifice simplicity for power—that's a false trade-off. Look for cloud services that don't require a separate on-site data collector or appliance.

2. Incident classification by severity.

All network service issues are not created equal. Seek out network analytics tools that rank service incidents by severity, including which service issues are the highest priority. That way you can address what matters most, first.

4. Flexible access to your network data warehouse.

Some analytics products don't let you drill down into your network data. Rigidity is not your ally. Make sure you choose a product that delivers drag-and-drop simplicity with flexible options for visualizing your data.

The right tool can dramatically improve your efficiency in performing service assurance tasks, reducing help desk costs. You accelerate troubleshooting for a lower mean time to resolution, and users get the service levels they expect.

Learn more at www.commscope.com/analytics.