

MANAGE EVERYTHING

Effective management of customer equipment is all about getting the right information from the right devices at the right time. Unfortunately, short of 24x7 on-site presence, it's nearly impossible to get just the information you need, right when you need it.

ION's Intelligent Customer Presence solution is just like being there all day, every day - *everywhere*. ION's SA5600 appliances provide an intelligent foothold inside the customer network, constantly monitoring and interrogating equipment for critical information and reporting back to the Service Provider NOC either in-band or out-of-band.

With Intelligent Customer Presence, Service Providers are expanding their offerings to new devices, getting more detailed information from existing devices, and reducing information overload, all at the same time.

ION Alarm Management Engine™

The increasing diversity of equipment in the customer network has brought with it an explosion in the quantity and variety of alarms that Service Providers must monitor and respond to. ION's Alarm Management Engine makes sense out of the clutter by consolidating different alarm types into a common format, applying business rules to focus only on relevant data, then forwarding the data in whatever format is best received by the Service Provider. This enables remote monitoring of even the most voluminous of messaging formats such as Syslog, since analysis of the data is done before it leaves the customer network.

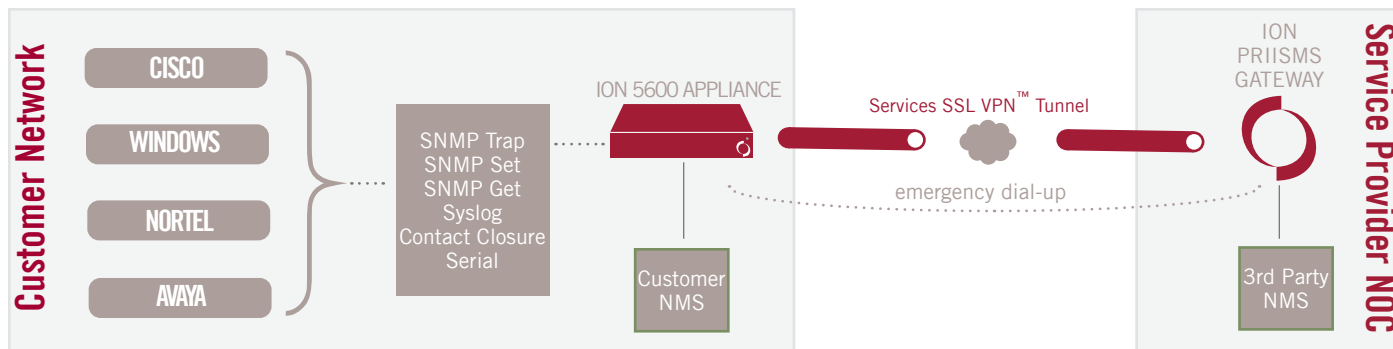
In addition to Monitoring, the Alarm Management Engine includes powerful capabilities for automatic, proactive interrogation of managed equipment. This enables monitoring of devices that do not alarm as well as platforms such as Microsoft Windows that underpin critical applications. Information gathered during device interrogation can then be evaluated and reported or logged based upon criticality.

Features

- Normalize Events and Alarms from all sources and platforms into a common format; convert to any other format for reporting
- Proactively interrogate underlying platforms such as Windows via SNMP Traps, Sets and Gets
- Filter events to identify only those containing critical information prior to data leaving customer site
- Integrate legacy alarming with Network Management Systems
- Correlate discrete events through calculation or other analysis to identify specific conditions
- Automatically clear issues and alarms without contacting the NOC
- Rapidly develop customized alarm filters for new products or more advanced monitoring of existing products

Customer Acceptance

ION's Intelligent Customer Presence solution is built into the ION SA5600 series of appliances, already widely used by enterprises and governments across the globe. The ION Appliance has been recognized for its advanced security capabilities, including strong 2-factor authentication, encryption, auditing, and reporting features. The 5600 series of secure appliances also feature ION's Services SSL VPN technology, which provides secure, always-on broadband access into customer networks without the need for complicated changes to customer firewalls and network settings.



The ION SA5600 Appliance with ION Alarm Management Engine is installed within the customer network and is connected to managed equipment via either Serial Cable or Ethernet connection. The appliance continually monitors and interrogates devices for status and alarms, evaluating each for information based upon customizable business rules. Alarms and status are then delivered to PRIISMS via ION Services SSL VPN connection or dial-up. Information may be sent to more than one destination such as a customer or Service Provider NMS simultaneously.