Affiniti Network Assure

Improve service levels, lower operational costs, and provide flexibility for future infrastructure decisions with Network Assure from Affiniti.

Affiniti **N**etwork **A**ssure, provides customers with monitoring, management and technical services required to maintain a highly available network.

OVERVIEW.

Affiniti **N**etwork **A**ssure services provide customers with proactive, end-to-end, network and equipment monitoring and management including network performance monitoring, trouble ticketing, and problem determination through resolution by leveraging proprietary predictive analysis tools. Affiniti 's facilities are staffed 24x7x365 by highly trained professionals, have well-established methods and procedures with a track record of success supporting a multitude of carriers, vendor equipment and complex networks. Affiniti has been in the business of providing complex network designs, implementations, and remote management services for nearly 20 years. Our model is based on a collaborative relationship, driven by specific customer requirements, ensuring a customized service delivery experience designed to meet the unique operational and enterprise needs of our customers. Network Assure is a service that provides Managed Network Operations services to network operators, managed service providers, businesses and public entities who wish to expand or outsource the management of their network infrastructure. Our services are flexible and can be designed as a primary or a backup service to meet customer's specific operational needs.

NETWORK OPERATIONS CENTER (NOC).

Affiniti's Network Operation Center is based in Austin, TX with additional resources in Lebanon, PA and Broomfield, CO. Our facility is serviced via diverse carrier support, with emergency power and redundancy. The facilities can be operated remotely, with the technical staff using secure access, in the event a situation prevents staff from working at their physical duty stations. Together, our team delivers services 24 hours a day, 7 days a week, 365 days per year. The Affiniti staff is highly-skilled in areas of networking, network testing, carrier relations and related break-fix activities associated with mission critical network operations. They are supported by a principal engineering team for backup support and ongoing analysis of network performance as well as chronic problem investigation. Our team members work with a wide range of high-end network management systems, tools, and a knowledge base-driven correlation engine to provide effective network operation services to our customers, in accordance with the best methods and practices found in the industry.

Monitoring and Intervention
• Continuous Monitoring
• Custom Alerts
• Diagnostics
• Troubleshooting
• Maintenance Coordination
• Recurring Problem Management and Resolution Coordination
• Network Capacity and Performance Assessments
• Advanced Troubleshooting and Diagnostics
• Application Performance Monitoring

Trending & Analysis
- Network Statistics / Reports / Trending
- Value Scoring
- Predictive Analytics
- Recurring Problem Analysis
- Major Failure Analysis & Post-Mortem
- Network Capacity Planning
- Machine Learning / Correlations

Data Management
- Network Monitoring Map Creation
- Device Configuration Backup / Storage / Retention
- Detailed As-Built Network Drawings
- Customer Network Reference Guide
- Mobile Application Access

Provisioning
- Network Move / Add / Change
- Hardware / Firmware Upgrade Management
- Device Standardization and Configuration

Procurement
- Vendor Management
- Analytics Driven Needs Assessment
- Requirements Engineering
- Technical Specification Documentation & Management
- RFI / RFP Issuance / Collection / Scoring
- Vendor Negotiation
- Vendor Contracting
- Comprehensive Network Requirements Fulfillment

Audit
- Service Level Agreement (SLA) Upload / Management
- SLA Violation Alerting
- Vendor Bill Review & Recovery
- SLA Credit Management
- Vendor Performance Analysis
- Network Suitability Analysis

Affiniti **N**etwork **A**ssure uses a variety of connection methods from VPN, Out of Band, management layers, and encrypted protocols delivered over diverse vendor transport networks to provide a secure communication link between the Operations Center and each customer's network. The links enable the transfer of SNMP traps, telemetry information and control operations, but have no access to customer specific data. The National Operations Center provides a structured environment that effectively coordinates operational activities with all participants and vendors related to the function of the network.

METHODS, PROCEDURES AND CAPABILITIES. Affiniti **N**etwork **A**ssure can be designed as a primary or a backup service to meet the unique business and operational needs of any customer. Backup services can be customized to support a customer's network operations, equipment and facilities based on a specific needs assessment including technology, experience, time of day, and resource demand. A unique statement of work is mutually developed with each customer, defining the framework of how the companies will work together. Service features delivered by **A**ffiniti **N**etwork **A**ssure are grouped into functional areas:

Functional Areas Description

MONITORING AND INTERVENTION Monitoring and Intervention identifies the function of detecting and correcting network operating faults.

TRENDING & ANALYSIS
The Trending & Analysis function is the ongoing analysis and profiling of the performance, reliability, and capacity of the network.

DATA MANAGEMENT
The Data Management function is to ensure that service capabilities of the NOC are applied effectively and consistently to the customer specific service requirements. Affiniti's Managed Network Operations services deliver high quality network management in support of all levels of the OSI model. A range of platforms from various equipment manufacturers are supported by the NOC, including Cisco, Ciena, Nokia, and many others. Additional products are added based on specific customer requirements. Experienced professionals are trained and certified on a wide array of solutions. No matter how your network is architected, our NOC support will maximize its availability and performance.

PROVISIONING
Provisioning encompasses efficiently managing the installation and disconnections related to networks operations. This is also a component Carrier Management

PROCURMENT
Management of the procurement process. This includes the assessment of value being delivered from current vendors and assessment of available options related to the provisioning of network services and solutions including and beyond connectivity.

Audit
Audit encompasses effective bill and SLA monitoring to assure that the delivery of service is aligned with what has been agreed to between you, the customer, and your service provider. This may include both the identification of deficiencies in services provided and recovery of amounts due to you resulting from SLA shortfalls or billing credits requiring proactive efforts.

The **A**ffiniti **N**etwork **A**ssure technology integration process provides a systematic methodology to add new technologies and products to the Affiniti operational support system. This process is achieved working in close partnership with the technology vendors and customers, and includes sourcing equipment, developing threshold alarm/event notifications, validating support methods and providing training to our staff. New technology integration includes the installation of the equipment into the Network Assure lab and simulated acceptance testing to confirm our ability to provide remote monitoring and management services for the technology.

REMOTE MONITORING AND MANAGEMENT SUPPORT MODEL. The Affiniti team accomplishes monitoring and management via watchdog and alarm collection and active device polling, based on the capability of the monitored devices, to provide availability and performance of all network elements and circuits. Because Affiniti monitors networks throughout the US, we can take a proactive approach through aggregate trending analysis. Detection of a problem triggers fault correlation, error reduction and automatic trouble ticket generation, identifying specific circuits and devices that are affected by the situation. Notification can be provided in multiple formats including telephone, text, email, and/or portal based on established protocol, acceptable to the customer for notification and escalation. In the event of a malfunction or failure of any circuits or network elements, and following the execution of appropriate diagnostic tasks, the Affiniti team initiates maintenance service (diagnostic tests, on-site service requests, parts delivery, parts replacement, etc.). The NOC also initiates service with the appropriate fiber/circuit provider, based on the results of problem determination diagnostics and a mutually developed operations plan. The Affiniti NOC and engineering teams will subsequently monitor the fulfillment of service requests in-order to verify compliance with established maintenance support terms or service level commitments. It is Affiniti's practice that all service-affecting faults are designated with a critical severity and are treated aggressively by the NOC. These faults are supported by an automatic technical management escalations policy if the problem remains unresolved beyond specific targets. The purpose of escalating an open case is to ensure that all appropriate resources are focused on solving the problem and executing an action plan to resolve the issue, as well as ensuring communication to the appropriate resources. In all cases, a customer may initiate an escalation at any time, for any reason. The NOC will automatically escalate a report of the problem to the next sequential level in accordance with the customer developed escalation plan. Escalations continue within

the NOC, carrier operations, vender operations and management infrastructure until the problem has been identified, resolved, tested and service has been restored. The NOC staff will coordinate with designated customer operations teams in support of discretionary maintenance on circuits and network elements. Once logged, the NOC initiates a customer review of all planned events for operations scheduling, conflict identification, risk assessment and resource requirements. The Affiniti team provides proactive maintenance through ongoing performance assessment and threshold triggers that alert for non-service affecting issues that signal the need for additional analysis and actions. The NOC staff uses commercial and internally developed performance management tools to identify, investigate, and pursue to resolution chronic network operating problems that, while not generating acute malfunctions or performance issues that are visible to the customer, nonetheless reflect unexpected (and generally unwanted) system behavior.

Affiniti engineers have found that evaluating a chronic problem may entail conducting one or more disruptive testing episodes in order to isolate and characterize the issue. When necessary, the NOC professional will coordinate requests for authorized maintenance windows through standard operating procedures with the customer operations team. If the participation of multiple vendors is required during these diagnostic tests, the

recommended plan of action to alleviate or resolve the problem, and forward a resolution proposal to the customer's operations staff for review and approval. Network Assure provides reporting at your fingertips and can conduct regularly scheduled operations meetings with the customer to review
service performance and client satisfaction. Meetings also provide the opportunity to discuss ongoing scheduled activities, projects, performance improvement/monitoring plans and vendor schedules / issues.

ADDITIONAL SERVICES. Affiniti offers Engineering Services to complement Managed Network Operations and Remote Management services. Engineering Services provide the technical expertise and logistical support to build out networks, including staging, installation, test and turn-up, and operations hand-off. Affiniti's customer centric model provides significant cost savings, complimenting in-house project management and engineering staff. Affiniti's technical experience across hundreds of projects dramatically reduces project risk, accelerates implementation time and ensures high quality workmanship. The **A**ffiniti **N**etwork **A**ssure Operations, Engineering and Remote Management services model is based on carrier class technology and methodologies, providing experience-based risk mitigation that is delivered as a collaborative extension of our customers' operations.

EVOLVED CONNECTIONS MADE SIMPLE. From national access bandwidth to easy online ordering of services and aggregation options, Affiniti provides the rock-solid foundation partners need for success and growth. We are so confident that you see value in no time that for a limited time, you can try Affiniti Network Assure for free for 90 days with no long-term contract and no upfront costs or licensing fees. There is no catch and no fine print. Try it…love it…or tell us otherwise with no further obligation. It really is that simple!

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