

Solution overview brochure



Gain Visibility

Use HPE Unified OSS Console Solution



Hewlett Packard
Enterprise

Hewlett Packard Enterprise (HPE) helps you gain real-time visibility into the performance and availability of applications, services, and networks with a real-time dashboard. This consolidated view increases your operational efficiency and reduces costs.

Get an integrated view

As a communications service provider (CSP), you have to constantly monitor the pulse of your telecommunications environment to maintain high-service availability, and to protect vital revenue streams. Avoiding revenue leaks means it's crucial to have real-time access to information regarding network, applications, and business services performance.

These days it seems a significant challenge in capturing performance and availability data from your Operations Support System (OSS) environment. Data is drawn from multiple sources; and reporting is frequently a manual and time-consuming task—prone to errors and delays. Multiple OSS applications are often fragmented and lack consolidated, real-time dashboards. There is a need to integrate information from fault, performance, service quality, service level, incident, and customer experience management solutions.

Face the challenges

Hewlett Packard Enterprise is your ally in addressing these challenges. We offer HPE Unified OSS Console Solution. It provides real-time, highly configurable dashboards that offer insight into the health, performance, and availability of your mission-critical systems, networks, and applications. It assembles data from multiple OSS assurance areas by consolidating fault, performance, incidents, service-level agreements, and customer experience information, into a single, unified, and dynamic solution.

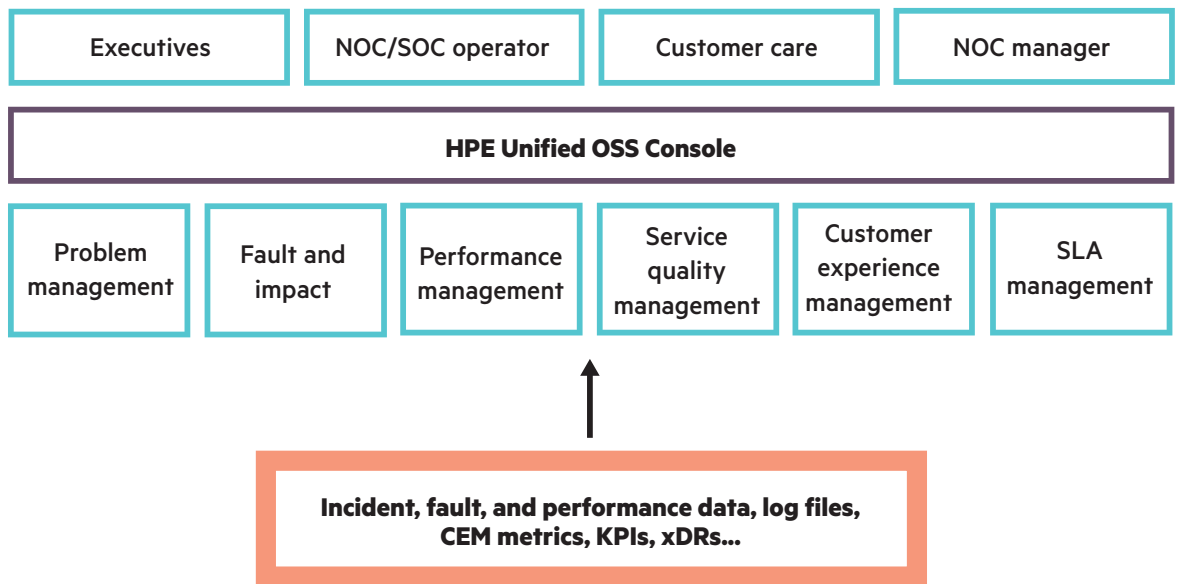
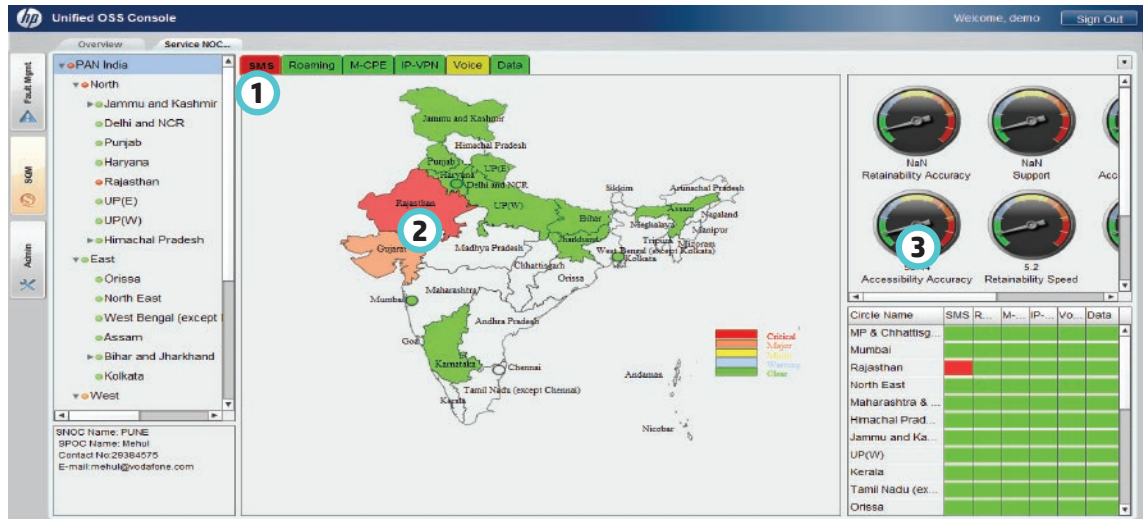


Figure 1: Organize, consolidate, and automate all service management functions

Simplified diagnosis of service issues



1. **Detect the failing service:** Assign an expert to problem resolution.
2. **Understand the impact of the issue:** Is it a location of high density of customers?
3. **Identify the root cause:** Which KPI(s) did not perform? Which resources are involved?

Figure 2: Organize, consolidate, and automate all service management functions

Meet your service level commitments

Monitor critical aspects of your operational processes automatically with HPE Unified OSS Console Solution, tracking key performance indicators against committed service-level objectives.

Gain agile service operations

Get a real-time window into how services perform with HPE Unified OSS Console, using its ability to draw information and metrics directly into the dashboards from underlying systems and devices. When there is an issue with network or service performance, its sophisticated end-to-end service monitoring features alert you, and then its powerful problem resolution capabilities move into action.

Drill-down capabilities enable you to descend through the layers of information to the underlying systems, which may optionally launch integrated views into the unified dashboard. These capabilities, together with automated service impact analysis and visual correlation, bring all the needed pieces together for service operations staff to prioritize problem resolution activities according to customer impact, while enabling rapid diagnosis and identification of problem origins. The result is a dramatically reduced meantime for repair, driving improved customer satisfaction and loyalty.

Benefit from a highly customizable solution

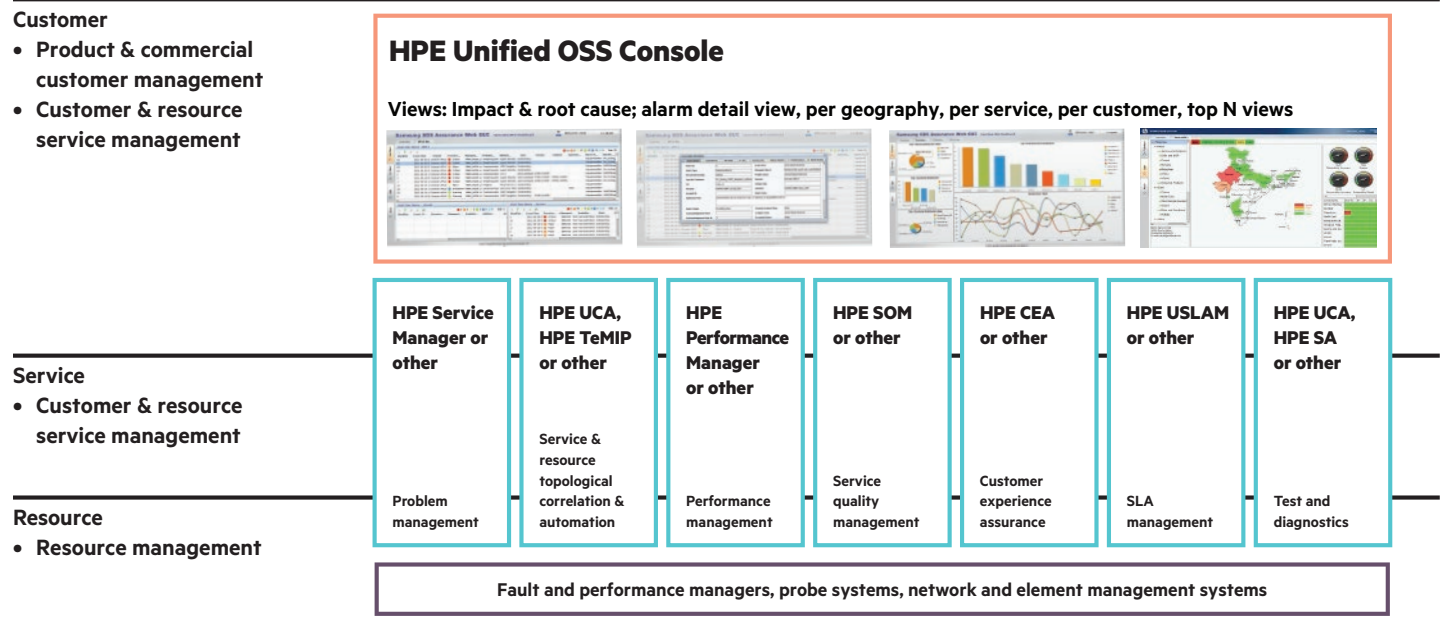
The HPE Unified OSS Console Solution is built to serve a diversity of information needs and roles within your organization.

- A large variety of data can be consolidated and presented through dashboard views that are 100% web-based, enabling a unified combination of events, metrics, customized maps, and topological/geographical views. Service quality and service-level management information is also instantaneously available from any PC or browser-enabled device in any location.
- The solution offers a high-level ease of use and customization capabilities. Drag and drop interfaces make it simple to assemble new views using metric, event, and basic shape widgets. Graphs, gauges, metrics, and maps can easily be associated to show specific device, network, or server performance; and dashboards use standard color code definitions to clearly indicate levels of severity.
- Its purpose-built integrated dashboard engine presents telecom service components combined together, end-to-end, which are intimately linked to business outcome and revenue. This major differentiator requires no substantial integration efforts to connect disparate tools in order to provide a common view of services to users of the solution.

The following functions are available to customize different aspects of the solution:

- **System Manager** enables you to create/update/delete user profiles that determine who has access to the console. Each user has a specific role, enabling access to a set of data filters, views, and predefined list of administration tools.
- **Filter Manager** enables you to create/update/delete filters to control data access for each operator type.
- **Dimension Manager** lets you create/update/delete dimensions—a combination and aggregation of collected data. They are used to create the views.
- **View Designer** enables you to create/update/delete dashboard views that are accessed by different users. To design a view, you drag-and-drop graphic components—bar, pie, and line—which are associated with dimensions created in the system.

This solution's flexibility, combined with its multiple role-based views and user management capabilities, enables you to distribute specific, customized, and actionable information to various groups using a single solution, bringing value and benefits to multiple stakeholders at different organizational levels.



HPE UCA: HPE Unified Correlation Analyzer, HPE SQM: HPE Service Quality Manager, HPE CEA: HPE Customer Experience Assurance, HPE USLAM: HPE Universal Service Level Agreement Manager, HPE SA: HPE Service Activator

Figure 3: HPE Unified OSS Console architecture

Understand its integration with underlying systems

To detect and anticipate network, service, or customer issues, the HPE Unified OSS Console Solution collects metrics from multiple, underlying OSS systems through adapters. Currently, the adapters available off-the-shelf include the HPE TeMIP adapter, and the HPE Service Quality Manager adapter. Additional adapters to collect data from HPE and non-HPE OSS systems can be developed on demand as required by your specific environment and project.

HPE Unified OSS Console adapter for HPE TeMIP example

The HPE TeMIP adapter provides alarm information in the HPE Unified OSS Console dashboard, and enables management directives to be issued directly from the console. Directives include:

- Acknowledge/unacknowledge, terminate/unterminate, clear, set operator note
- Create/update/close ticket
- Get alarm details
- Launch application with selected alarm attributes
- Search, filter, order (with multiple field criteria), export to CSV
- Modify view layout

Technical specifications

System requirements:

- Hardware & Software for HPE Unified OSS Console server—Linux: Any Intel® Xeon® Intel x86-64 Server (See supported platforms/operating system support)
- For HPE Unified OSS Console Web Client applications—Supported web browsers: IE, Firefox, Google Chrome
- For memory, disk, and CPU dimensioning—An analysis of hardware requirements is strongly recommended

3rd Party Software:

The HPE Unified OSS Console server does not require any third-party software.

Supported platforms for HP Unified OSS Console server:

- Operating system support—Red Hat Enterprise Linux 5 Update 8
- Growth considerations—Minimum hardware/software requirements for any future version of this product may be different from the current version requirements

Navigate your transformational journey

HPE Communications & Media Solutions Services include:

- **HPE Solution Consulting Services** helps define business transformation and translates strategies into actionable solutions.
- **HPE Solution Implementation Services** offers a low-risk project lifecycle across design, development, customization, as well as network and system integration.
- **HPE Solutions Management Services** increases the operational efficiency of your existing solutions, including reactive, proactive, operational, and enhancement management services.
- **HPE Outsourcing Services** offer a variety of sourcing options—including IT and infrastructure outsourcing, application management, and business process outsourcing—designed to improve business agility while reducing your operational expenses.

Work with the best

As the trusted partner for OSS transformations, Hewlett Packard Enterprise has the unique combination of many years of transformation consulting experience. This includes experience gained from small to very large and complex OSS transformation projects worldwide, industry-leading solutions, mature deployment methodologies, and highly experienced delivery teams.

HPE is an active member of TM Forum, helping drive the development and adoption of TM Forum Framework standards and best practices. We are equally active with Information Technology Infrastructure Library (ITIL), and the only technology vendor to author one of the five ITIL v3 core books. In addition, HPE authored the ITIL glossary and built the overarching process maps for the new library.

Combining this rich experience, HPE brings the best of both to our consulting and product development. An active participation in TM Forum, ITIL, and other bodies enables HPE to closely align its solutions with the industry, so investments made today continue to pay off long into the future.

The HPE OSS solution:

- Is built on more than 20 years of deep and broad OSS experience
- Has enabled more than 500 successful customer deployments worldwide
- Is backed by a portfolio of more than 300 field-proven best practices
- Integrates OSS capabilities from HPE and solution partners
- Gives customers access to 10,000 HPE Services personnel, available in more than 170 countries
- Enables fast deployment with minimal disruption to existing operations, together with HPE global delivery and integration teams
- Gives you the peace of mind that comes with local experts who speak your language
- Offers a variety of financing and operating approaches for OSS, depending on your individual needs

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