

ECHOVAULT™

Events

Powerful Network Health Monitoring & Analysis

Integral part of True SLA Solution

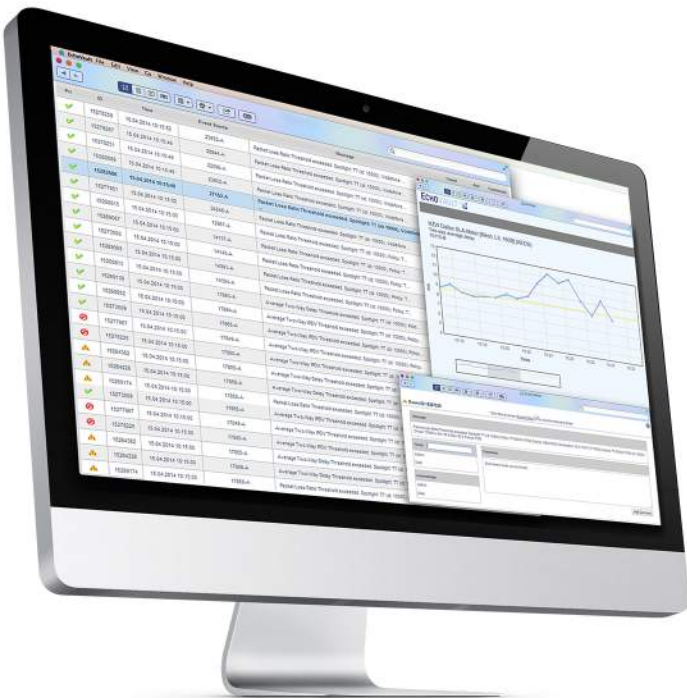
EchoVault Events

Events

All Service Providers have occasional problems within their networks and services. The key for maintaining the customers trust in such a situation is to act fast. Fixing the problem is of course first priority but proactively informing the customer how the problem solving is proceeding is greatly valued by the customer. A happy customer equals reduced churn. Moreover, well planned customer communications reduce unnecessary contacts to helpdesk and NOC (Network Operations Center). This is welcomed by the busy professionals who are able to focus on the job at hand instead of answering frustrated customer enquiries.

To be able to achieve this goal is not as hard as you might think - EchoVault Event Dashboard provides a quick view to the latest events and alerts for both Service Provider and Customer. Both the customer and the Service Provider are also able to comment any event. This is useful for example when providing background information about the event.

For the NOC professionals smoothly operating support systems are imperative. By utilizing latest Web 2.0 technologies the EchoVault Event Dashboard dynamically displays new events. No more slow browser load times and flickering screens in NOCs.



Features

- Track Performance, SLA and Link Events and Alerts
- Both the Service provider and the Customer can view, comment and acknowledge the Events
- Dynamically displays new events
- Maintains Event history for easy access to backlog

Events benefits

- Proactively inform customer about the event / problem
- Reduces contacts to helpdesk and NOC
- Reduce customer churn
- Utilizes latest Web 2.0 technologies delivering attractive Customer Experience

EchoVault Add-ons are sold as enhancements to EchoVault system. Add-ons include valuable tools such as SLA Dashboards, Throughput Meter, Events and Spatial. Contact your EchoVault representative to learn more.