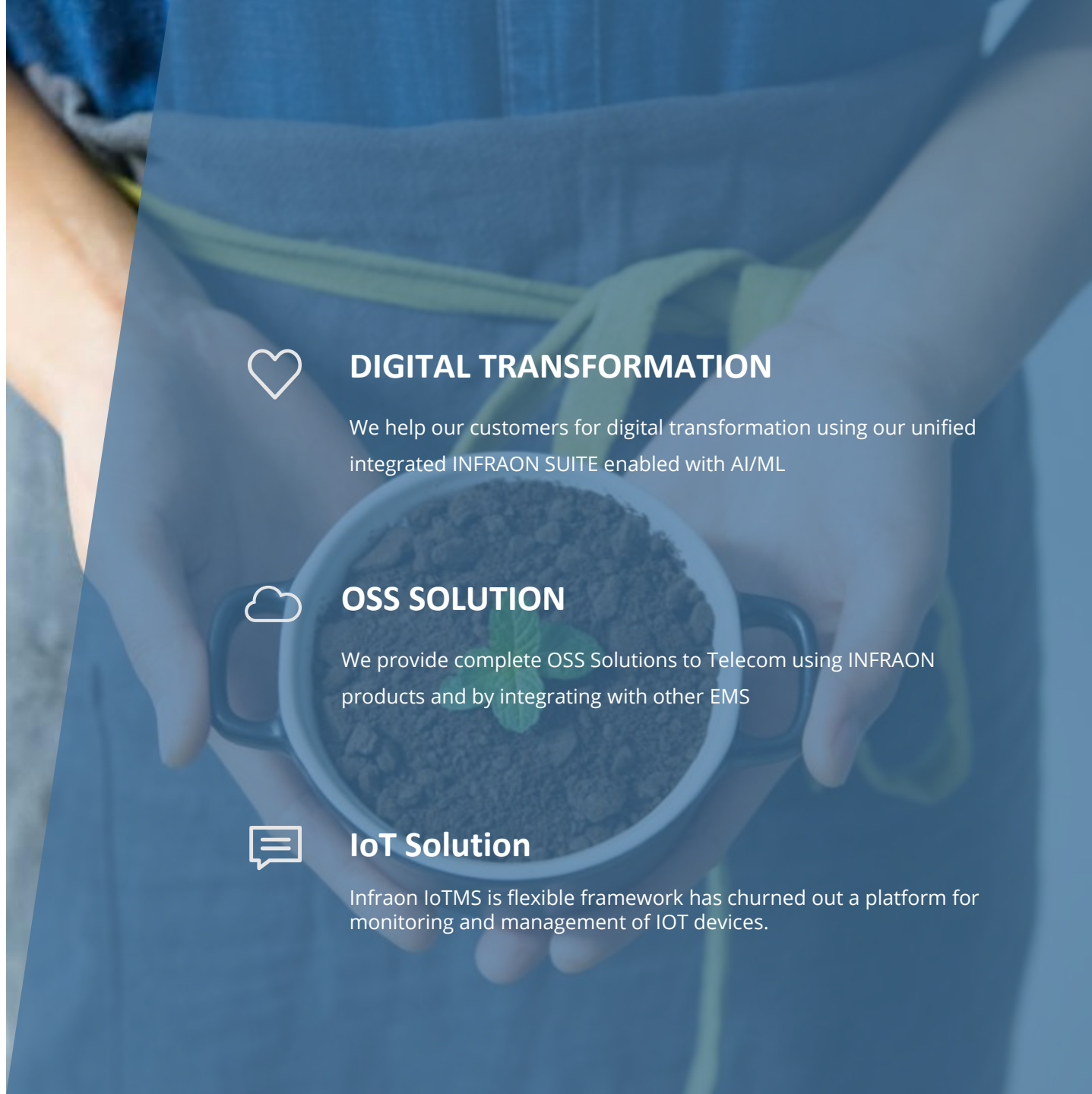
everest IMS
EverestIMS Technologies

ENABLING DIGITAL TRANSFORMATION WITH AI

infraonOSS®
Powered by EverestIMS

BRIEF INTRODUCTION

The company is founded by a group of technocrats who have been working with each other for over 15 years and have a combined experience of close to 100+ yrs in the I&O scape. With a rich market experience in the I&O space, the company has built its widespread presence across the country through its product portfolio. EverestIMS envisages a future where Digital Transformation is a harbinger of enterprise change. The organization specializes in providing integrated IT solutions to empower corporations and enterprises to deliver enhanced services to their end-users.



DIGITAL TRANSFORMATION

We help our customers for digital transformation using our unified integrated INFRAON SUITE enabled with AI/ML

OSS SOLUTION

We provide complete OSS Solutions to Telecom using INFRAON products and by integrating with other EMS

IoT Solution

Infraon IoTMS is flexible framework has churned out a platform for monitoring and management of IOT devices.

OUR OFFERINGS - TELECOM

UNIFIED TELECOM OSS OFFERING

infraon UNMS

Integrates with multiple EMS / NMS for the unified management of multiple technologies like Transport, IP Core & Access Layers.

infraon Desk

AI driven Service Management system to take care of orders , map the life cycle of assets and trouble management.

KEY FEATURES

- AI Based Core
- Cross Domain Correlation
- Resource M&O Support Readiness
- Asset Life Cycle
- Workforce Management
- Resource Data Collection & Distribution
- Resource Trouble Management
- Fault and Performance Management
- Resource Mediation & Reporting
- Service Fulfilment & Assurance
- Service Problem Management
- Service Quality Management

tmforum MEMBER

ISO 9001:2015 CERTIFIED COMPANY

ISO 20000 IT Service Management Certified

ISO 27001 Information Security Management Certified

PinkVERIFY™ 2011 13 PROCESSES

KEY CUSTOMERS

Telecom

Reliance Jio · airtel · TATA · maxis · TELKOMSEL · TM · Summit Communications Limited

BFSI

FEDERAL BANK YOUR PERFECT BANKING PARTNER · GEOJIT · ADITYA BIRLA CAPITAL FINANCING Solutions Aditya Birla Finance Ltd. · UOB 大華銀行 · city bank making sense of money · Canara Bank · बैंक ऑफ़ इंडिया Bank of India Relationships beyond banking · IDBI BANK

Enterprise

Mphasis The Next Applied · LARSEN & TOUBRO · RED CHILLIES ENTERTAINMENT · Dainik Bhaskar GROUP INDIA'S LARGEST NEWSPAPER GROUP · ACT FIBERNET INCREDIBLY FAST · Collabera

ओएनजीसी ONGC · इसरो ISRO · गेल GAIL · i-ON internet axs · cloudnine · INDIAN NAVY · COWRKS · SBI Life INSURANCE With Us, You're Sure

MAJOR AWARDS AND CERTIFICATIONS

- 13 Process certifications by Pink Elephant (one of the top 10 ITSM systems in the world)
- Winner of India 500 Start-up Awards, 2019,
- Winner of International Trade Council Go Global Award 2019,
- Winner of Premium Usability and Rising Star awards- Finance Online 2019,
- Winner of Vibrant Start-up of The Year 2019 by Startupcity Magazine,
- ISO 20000-1:2018 , ISO 9001:2015, ISO 27001:2015, ISO/IEC 25010:2011.

DIGITAL TRANSFORMATION FOR TELECOM

Products | Features | Benefits | Digital Transformation

infraon OSS
Framework For Telecom

infraonAI
Powered by EverestIMS

UNMS

- Telco Grade
- Service Assurance and Fulfilment
- Service Provisioning
- Fault, Performance, Asset Management
- API Based Integration
- Framework

ITSM

- Tickets
- Change
- Life Cycle
- Workflow
- Field Management
- CSAT

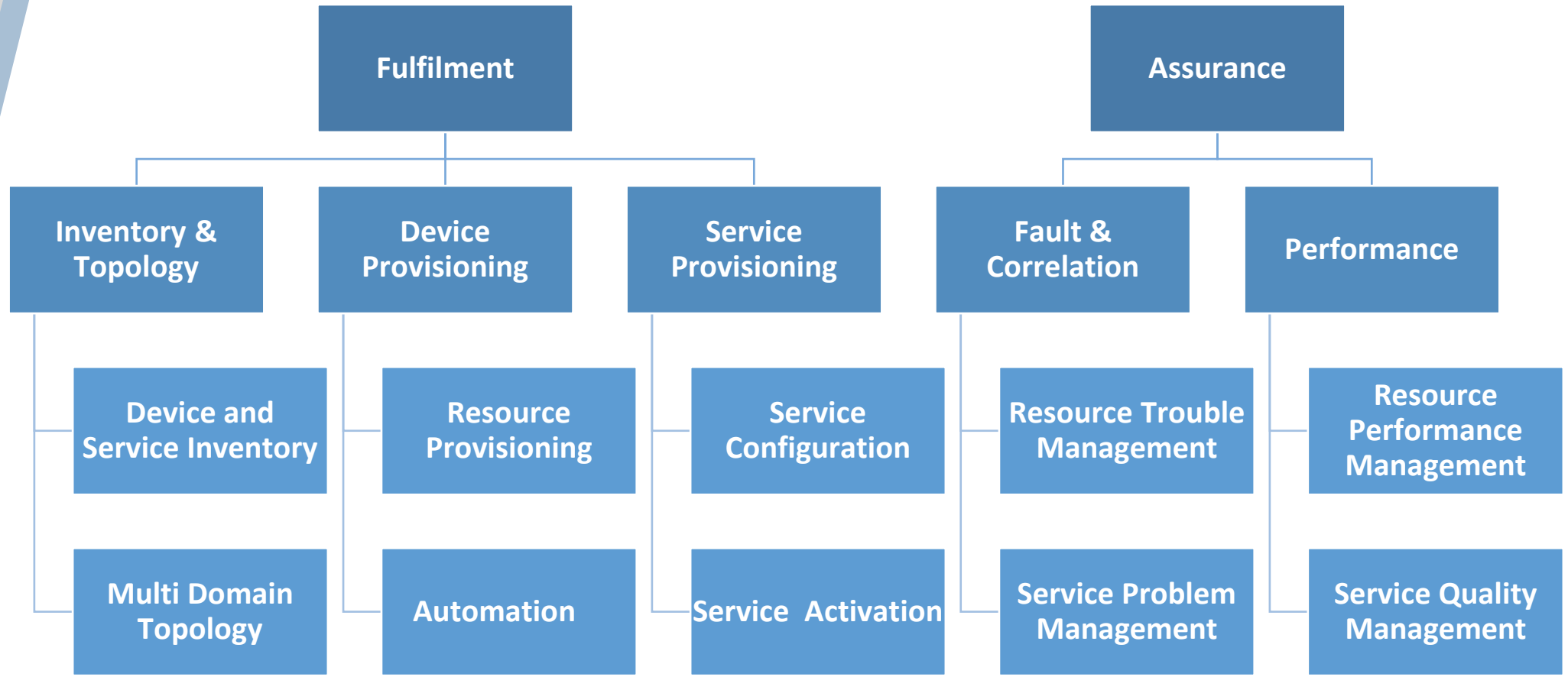
- **High ROI**
- **Integrated System**
- **Central Operations**
- **Multi Telecom Vendor**
- **Multi Telecom Technology**
- **Cross-Domain Correlation**
- **Integrated Service Mgmt**
- **Compliance and Policy**

Customer Experience

Business Process

Operational Efficiencies

Infraon OSS COMPONENTS eTOM PROCESS



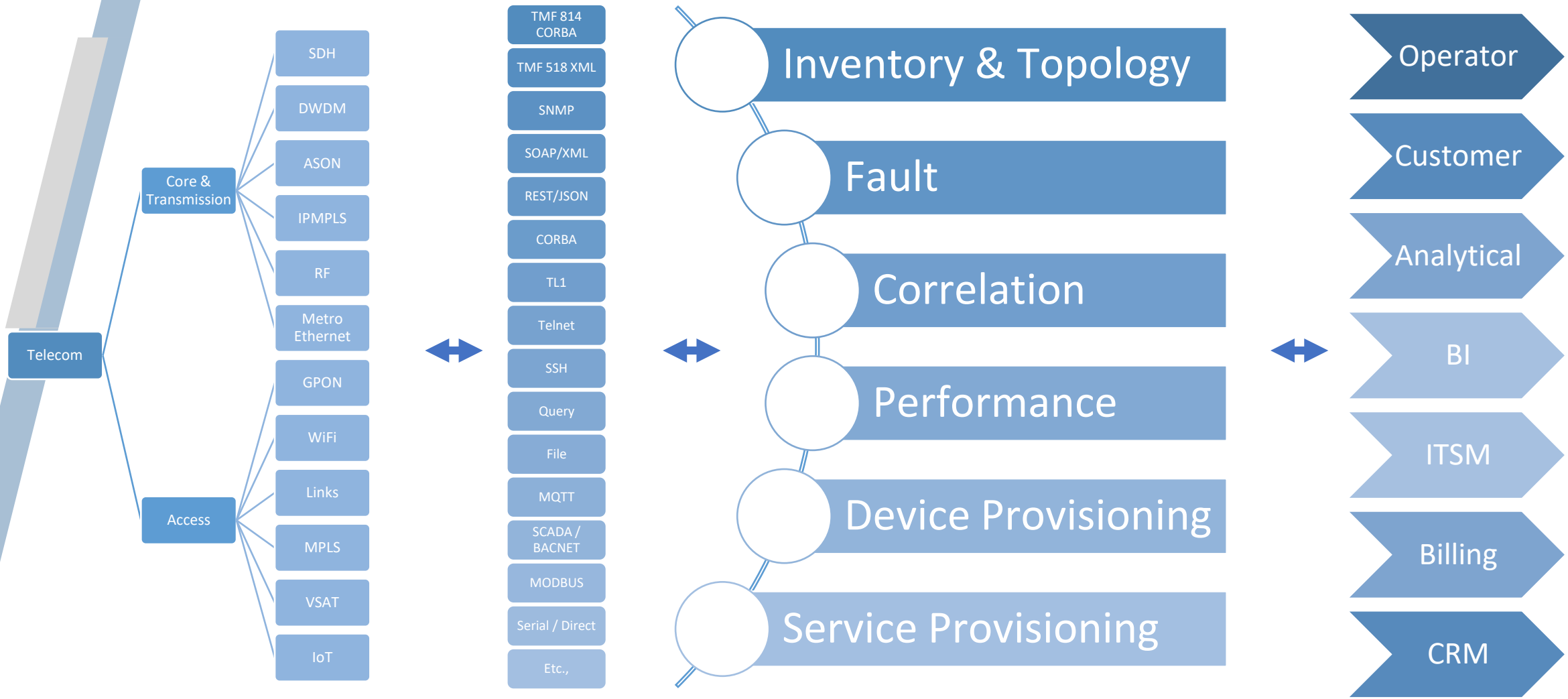
infraon OSS – TMF STANDARDS

- Infraon OSS is built based on following standards:
  - TMF 814 MTNM
  - TMF OMG Notification Service
  - GB922 Information Data Model (SID)
  - ITU-T X.730 (Object Management Function)
  - ITU-T X.731 (State Management Function)
  - ITU-T X.732 (Attributes)
  - ITU-T X.733 (Alarm Reporting Function)
  - ITU-T X.734 (Event Management Function)

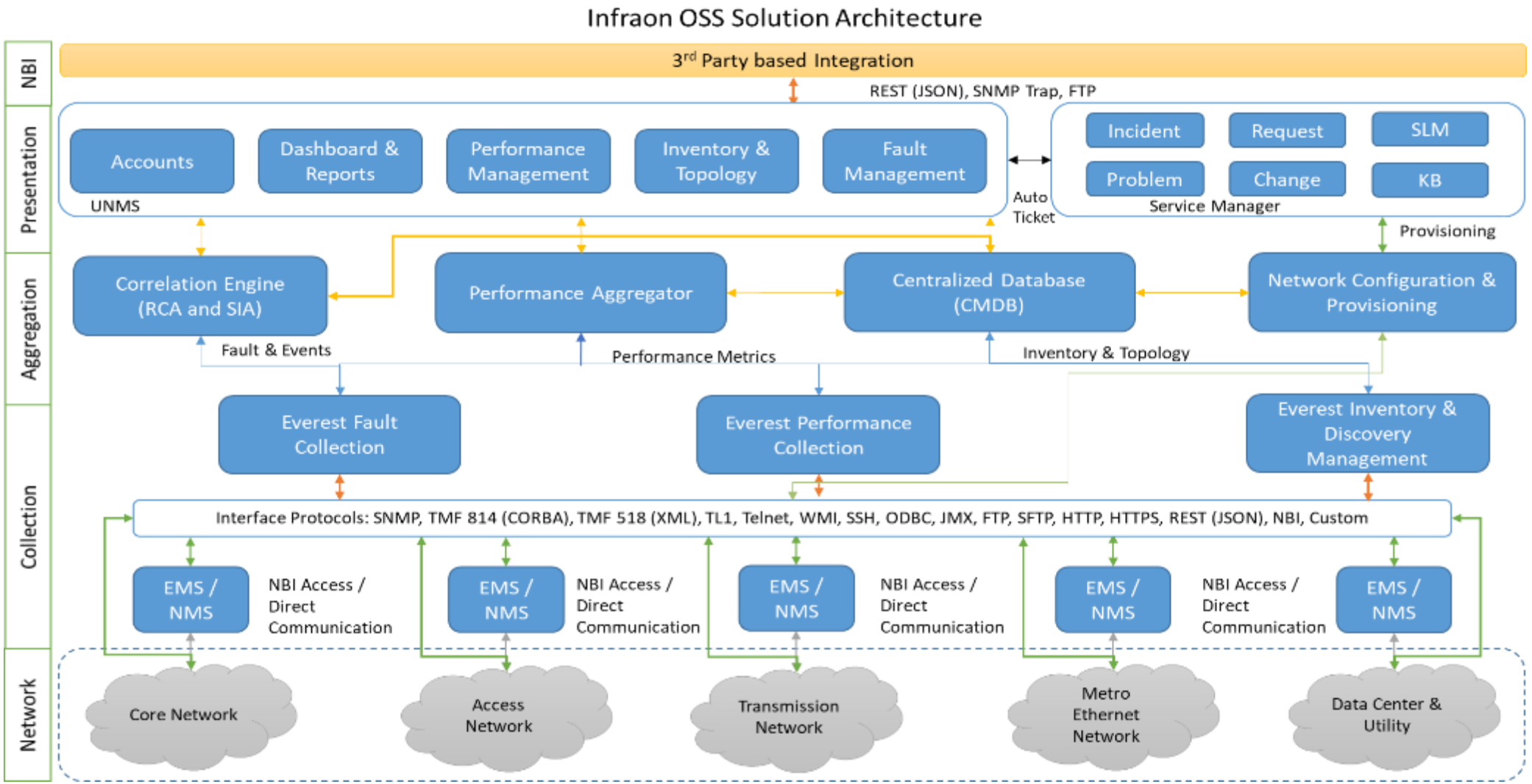
infraon Desk
PINK ELEPHANT CERTIFICATION

- 13 ITILv3 Processes
  - AM - Asset Management
  - AVM - Availability Management
  - CHG - Change Management
  - EM - Event Management
  - IM - Incident Management
  - PM - Problem Management
  - RF - Request Fulfillment
  - SACM - Software Asset and Change Management
  - SCM - Service Catalogue Management
  - SLM - Service Level Management
  - KB – Knowledge Base
  - RM - Release Management
  - Portfolio

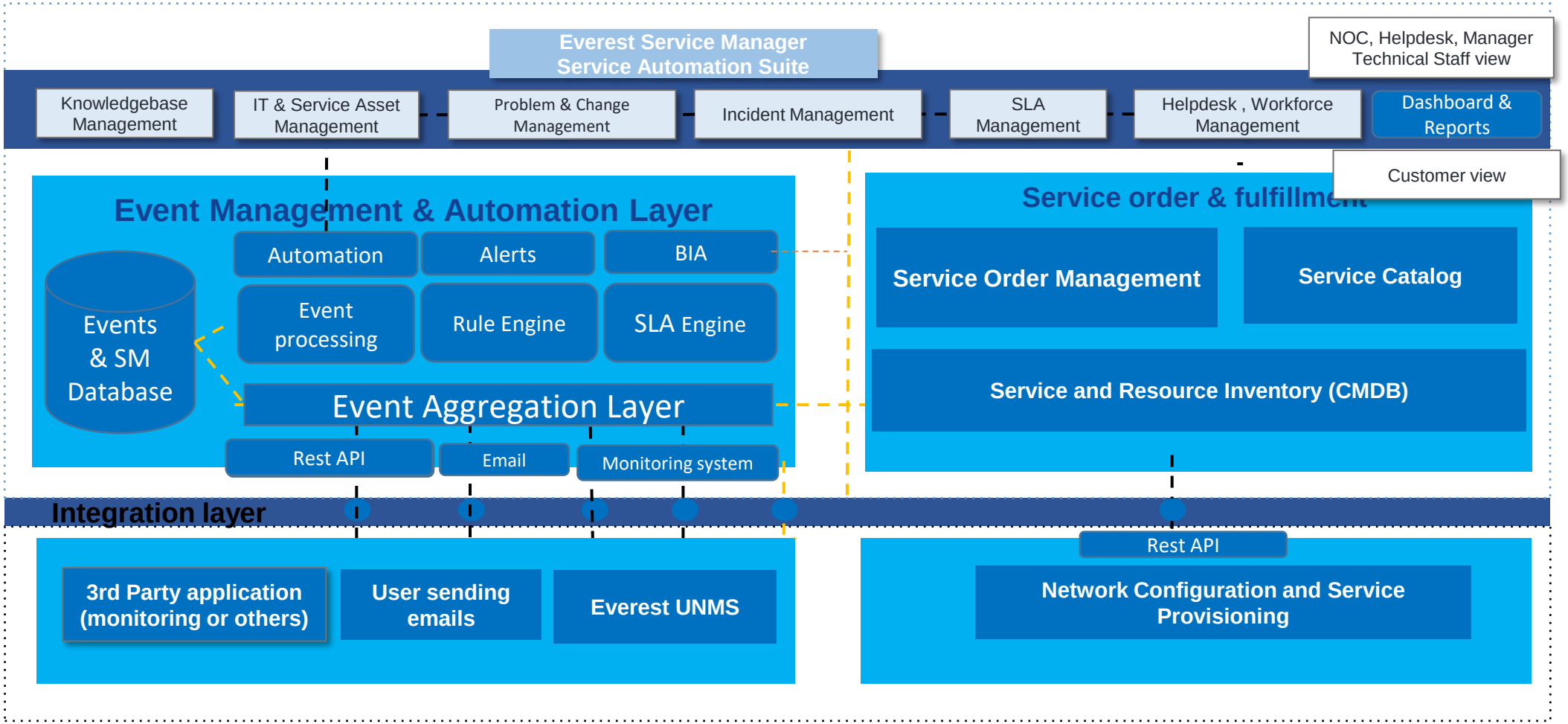
SOLUTION BASE



infraon OSS SOLUTION ARCHITECTURE



infraon Desk SOLUTION ARCHITECTURE



KEY FEATURES

Unified Inventory

- Central CMDB
- Network Agnostic
- Domain Agnostic
- Complete Life Cycle Management
- Reconciliation

Unified Fault Management

- Real time Fault Detection
- Faults from across the domain
- Automated Incident
- Unified Dashboard Console

Unified Performance Management

- Data collection thru EMS / NMS & Direct communication
- Configurable collection frequency
- Combined View of all the domains

TCA & RCA

- Performance Threshold Breach Alarms
- Component Level Threshold tuning
- ML enabled Threshold Base lining

Cross Domain Correlation

- Detailed Root Cause Analysis
- Topological Relation based and Rule based Correlation
- Engine works across the domain and identify RCA

NE Configuration & Provisioning

- End to end provisioning from the beginning
- Periodic OS Image, Configuration Backup and Change alert

Service Provisioning

- Resource Reconciliation & Feasibility Check
- End to end Service Provisioning across the Domain Network Elements

Service Assurance

- Detailed CoS / QoS Monitoring
- Customer related Experience Monitoring and management
- SLA Management

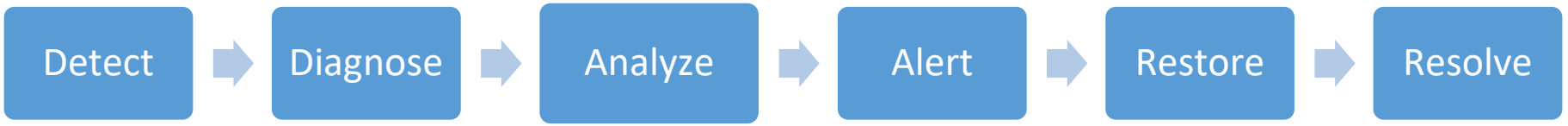
Automation

- Flexible automation configuration for all the routine tasks
- Manual and Auto triggered the task based on Alert
- Ease the operation

Smart Analytics

- Reporting & Dashboards
- Forecast Prediction
- Customer Insights
- Capacity Planning
- Decision Making

CENTRALIZED FAULT MANAGEMENT



- Detection of the Problem – Using multiple intelligent techniques
- Isolate and Diagnose – Using in-built ways to diagnose and localize the problem
- Root Cause and Service Impact Analysis – Using various correlation algorithms, identifying the root cause of the events and the impacts and prioritize the problem based on impact
- Alert the administrator or respective NOC with root cause of the problem and the initial diagnostics
- Automatic correction of the potential problem causing conditions
- Resolve the problem and keep track of the actions taken
- Maintain the Knowledge Base of the problem and resolution provided.

FAULT MANAGEMENT

Alarm details as per TM Standard (ASAP)

- Event Type
- Managed Object Identifier
- Date & Time of Alarm
- Perceived Severity
- Probable Cause
- Specific Problem
- Notification Identifier or Correlated Notification Identifier
- Additional Text

Key Features in Fault Management.

- Alarm isolation.
- Trouble ticket generation & Life cycle management for Network & Service Problems for NMS & Helpdesk tool.
- Alarms Binning for different types of alarms (Resource alarms , service problems , fibre alarms , Threshold crossing alert -TCAs)

Fault Collection

- Push Method from NE directly (via SNMP Trap)
  - Real-time basis.
  - Triggered from device directly.
- Pull Method from NE directly via standard protocols such as SNMP
  - Periodic collect
- Collect via vendor provided EMS / NMS using API
  - Vendor specific API based.
  - Periodic collect
  - Option to re-synchronize.

PERFORMANCE MANAGEMENT

Covering various network technologies like IP/MPLS, SDH, DWDM, GPON, DCN, WiFi, RF, Utility, etc.,

- Uses the SNMP, CORBA, XML to connect to NE directly
- Uses EMS / NMS vendor provided API
- Device Health Indication Parameters
- Device Performance Parameters
- Environment Parameters
- Bandwidth usage & capacity
- Port usage and capacity
- Errors & Discards
- Delay & Variance Measurement
- Optical Power
- Quality of Service

NETWORK CONFIGURATION AND CHANGE MANAGEMENT

General Features

- Backup & Configuration Repository
- Bulk Provisioning
- OS / Firmware Management
- Service Provisioning & Rollback
- Inventory Tracking
- Task Automation
- Operational Audit
- User-Roles based Access Control

Secure NCCM

- Auto-Discovery of Target Devices
- Inventory Capture with EOX details
- Scheduled Backup
- Reusable Templates for Bulk Changes
- Vulnerability Detection

Compliance

- Policy Compliance
- Audit of Critical Changes
- Regulatory Standards (PCI-DSS)
- Intelligent Remediation of Policy Violations

Reports

- Network Security Audit Report
- Vulnerability Report
- Unauthorized Changes Report
- EOX Report
- Policy Compliance Report

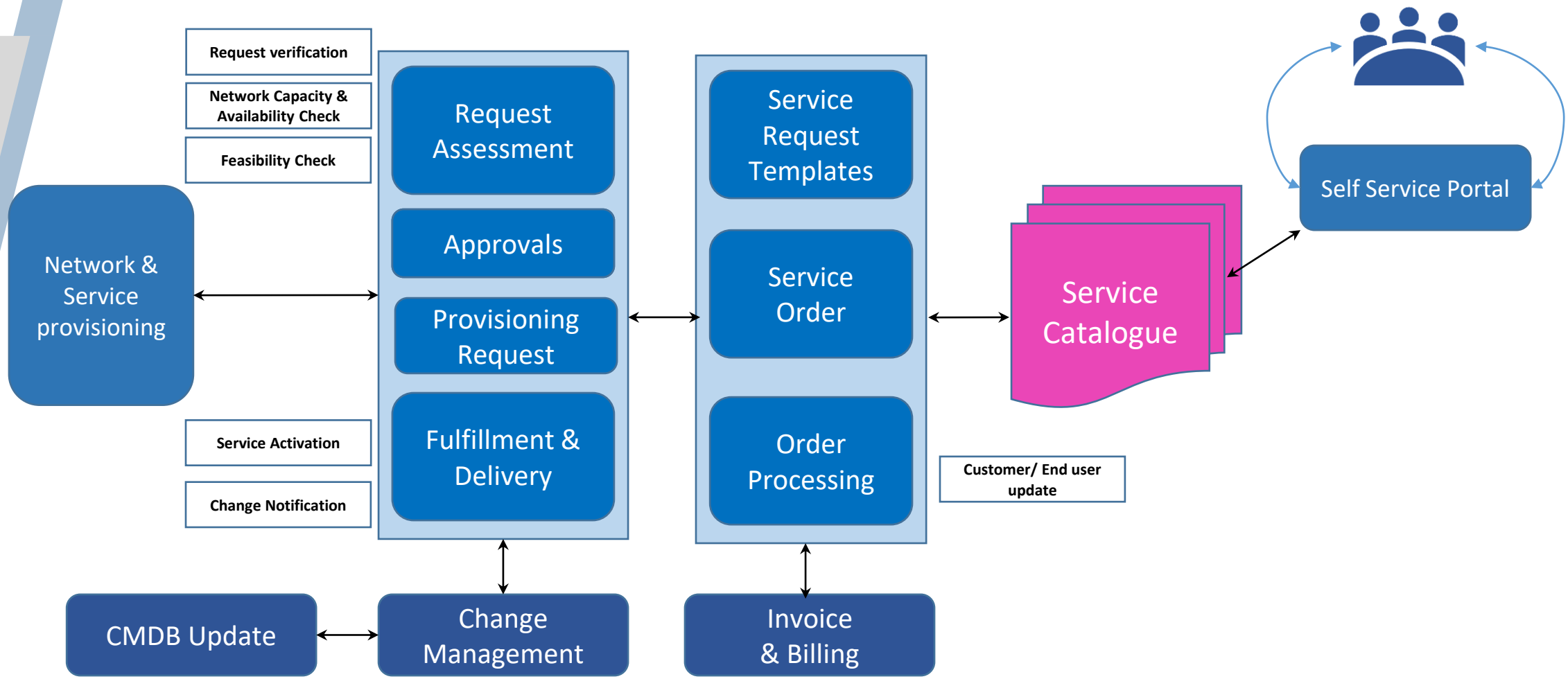
SERVICE CATALOGUE

Service Catalogue

Optimize Service Delivery across users with a well-defined Service Catalog

- Service Catalog Design
- Map to End-Users
- Pre-Defined Service Issues
- Service-based Workflows & Reports
- Self Service Portal
- Service Based SLA

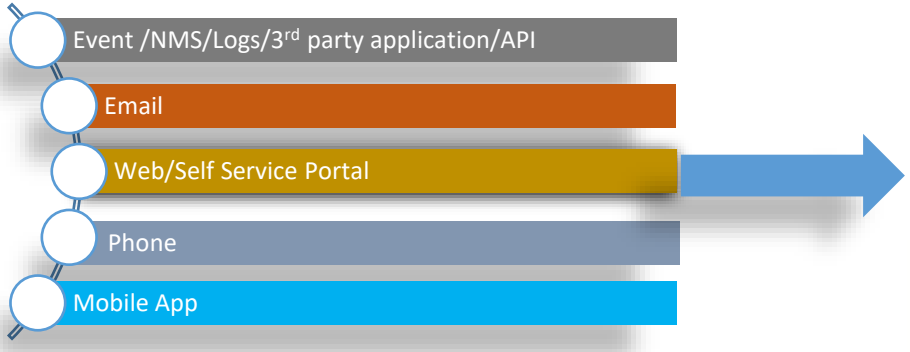
SERVICE ORDER & REQUEST MANAGEMENT

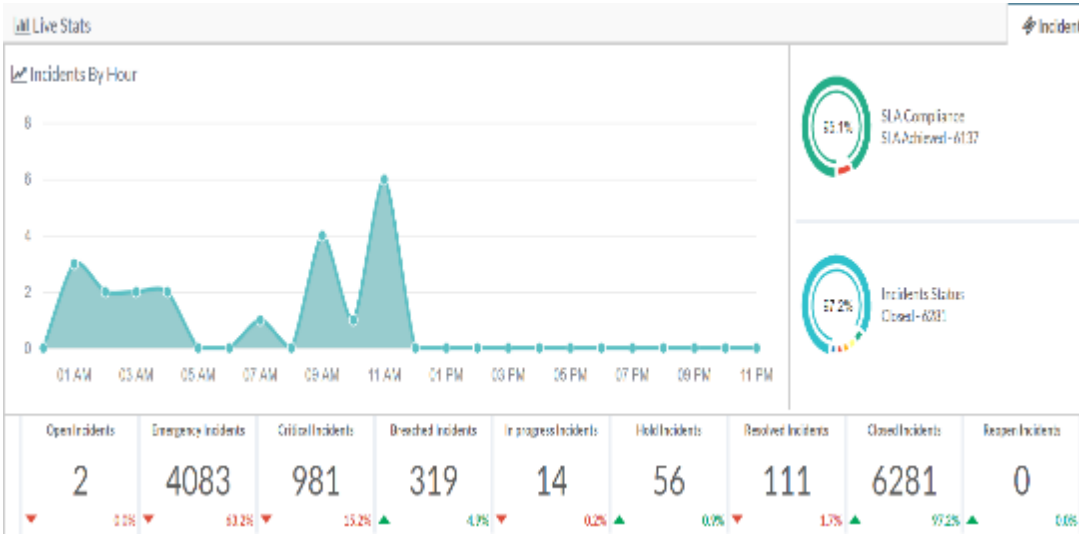


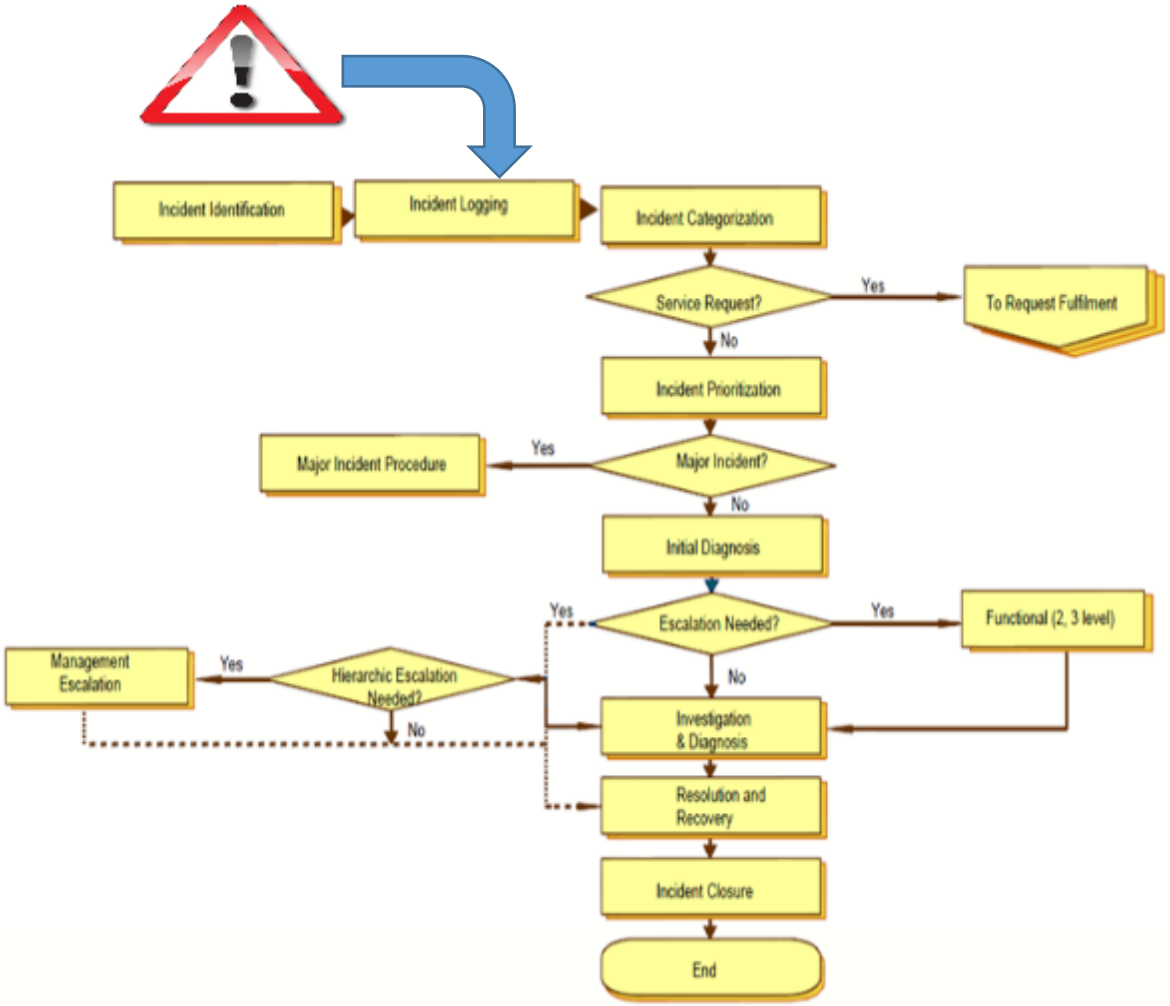
SERVICE MONITORING

- System maps the network components and the circuits with customers and monitor the service level and the quality as per the services offered. Different technology services like,
  - Transport Services like SDH Circuits, DWDM Circuits
  - IP Core Services like VRF, Routing Services
  - L3 VPN Services
  - Ethernet Services
  - GPON Services
  - Etc.,
- Discover the circuits across vendors and technologies.

INCIDENT MANAGEMENT

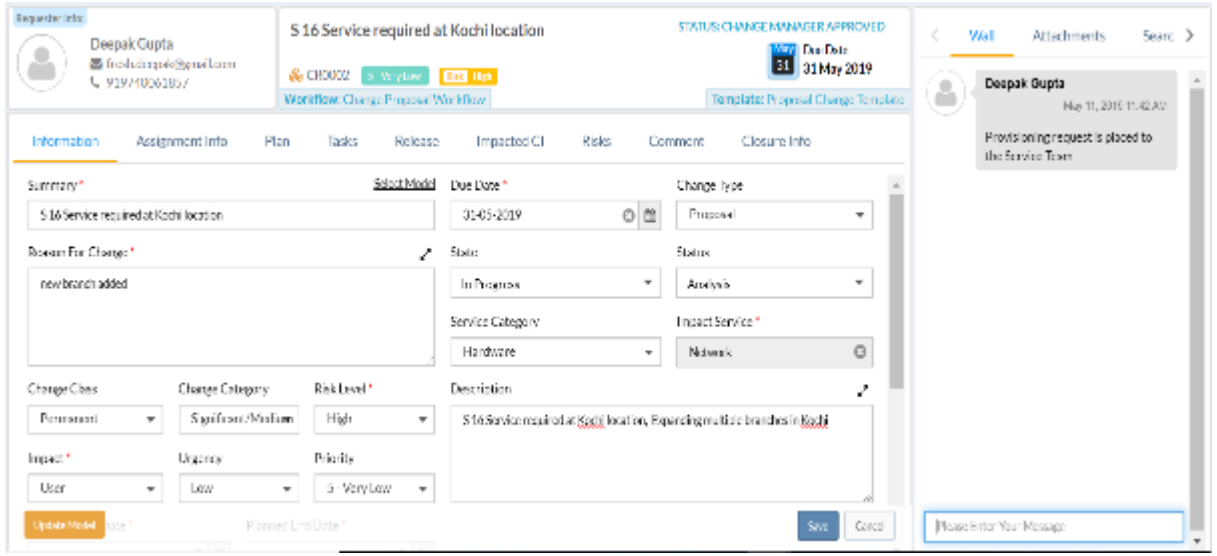






CHANGE MANAGEMENT

- Change Raised from Incident
- Change Raised from Problem
- Web/Self Service Portal (Requester)
- Change Raise by Service Request
- Change by Standard Change Templates



RFC Authorized

Change Categorization

Planning & Risk Assessment

CAB Approval

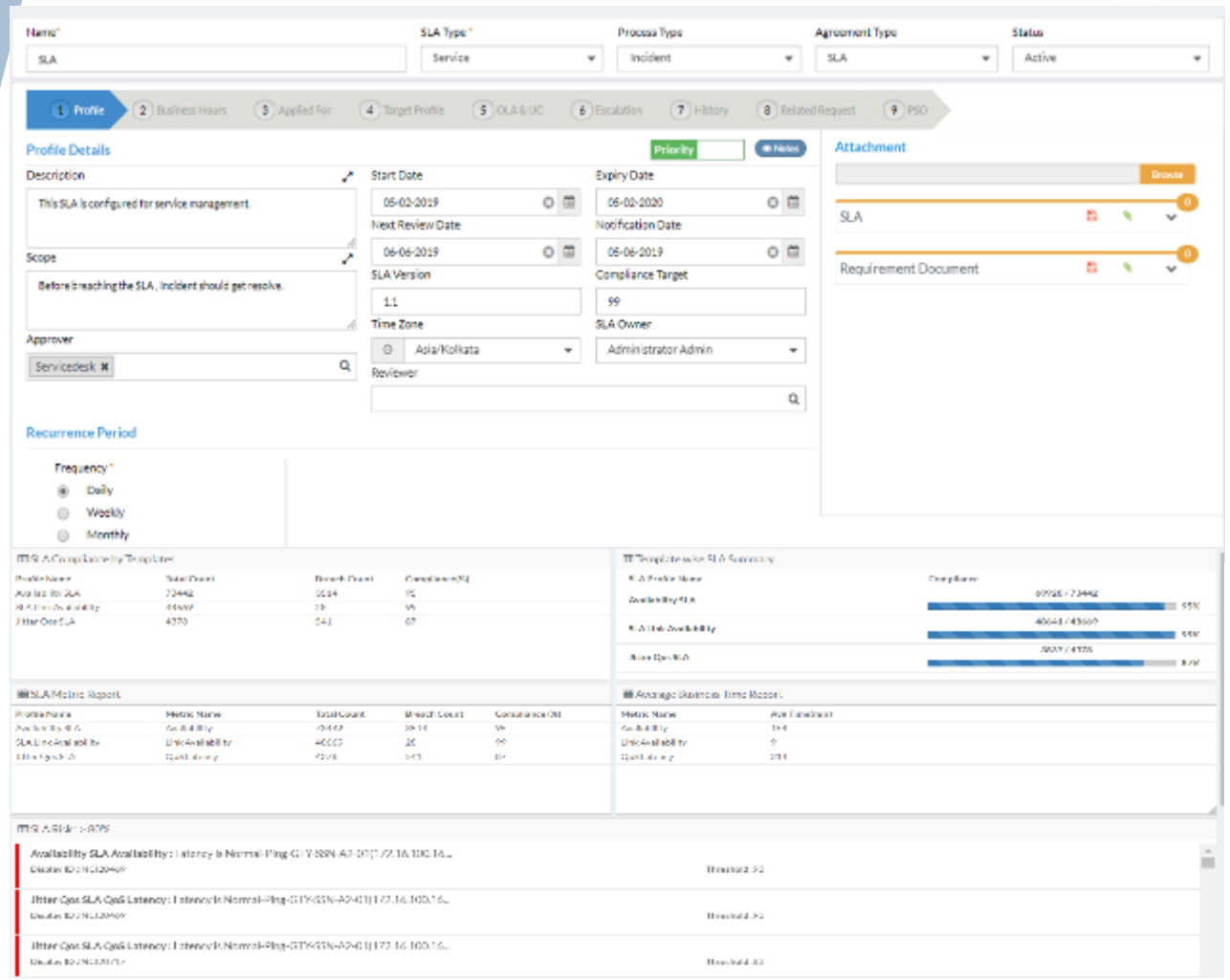
Release Build & Test

Implementation & Deployment

Change Close

PIR

SLA MANAGEMENT



Customer Based

Service Base

System/Asset-Specific

Dynamic SLA Metrics

OLA Management

Underpinning Contracts

Flexible SLA templates

Notification & Escalation

Critical & Non-Critical Business Hours Support

SLA Business Impact Analysis, Penalty Reports

SLA Adjustment

KPI, SLA Reports & Dashboards

THANK YOU

WE ARE NEW WITH
16+ YEARS IT INFRASTRUCTURE EXPERIENCE