Wholesale Market

Wholesale Network Advanced Management

For a network with guaranteed E2E quality

TIM

Wholesale Network Advanced Management

The **Evolved Assurance** service designed to manage connectivity services flexibly and with different SLAs.

Cloud-based Web Console	Assurance Competence Centre	Advanced Assurance SLAs
You can • **configure** the service as 'self-provisioning'; • **view** the progress of Trouble Tickets and access reports on the SLAs subscribed	Professional team always at your disposal **7/24**	Availability annually guaranteed by: **99.85%** On a quarterly basis up to: **99.97%**

Who the service is for

The Network Advanced Management service is designed mainly for operators offering solutions to the business market (private companies and Public Administrations) that need highly reliable connectivity whose quality levels require advanced management, in line with the requirements expressed by the individual end customer.

Description of the service

Network Advanced Management is a new Advanced Assurance service that enables connectivity services to be managed flexibly with different SLAs. It ensures measurable, documentable E2E service quality through systems, processes, and specialised personnel with the highest possible levels of expertise.

With the WEB Console in the Cloud you can:
- configure the service in Self Provisioning mode on a per individual basis;
- connection in terms of recovery time SLAs and guaranteed availability,
- benefit from real-time access to trouble ticket tracking and SLA reporting

These elements are guaranteed by the Assurance Competence Centre, organised on a Full Maintenance service model that can deliver Fault Management services, both on an advanced reactive basis and also on a proactive basis.

Wholesale Network Advanced Management

Once you have acquired both the WEB Console and the NAM Base option - which enables the advanced reactive Fault Management service, trouble ticket tracking and SLA reporting - you can use the service on all connections to which you decide to associate the NAM Base option. You also receive the additional options of:

- **Proactive Fault Management:** you can optionally and independently choose the links you wish to manage Proactively. Thanks to this feature, the Evolved Reactive Fault Management services included in the basic WNAM option are enriched by the possibility of opening the TIM Trouble Ticket, which notifies you of a disservice. The Ticket is managed in line with the SLAs subscribed to on the specific link. By subscribing to this service on a minimum of 10 connections, the National Service Manager is available to meet every six months to assess your network and needs.

- **Advanced SLAs** that improve on those included in basic connectivity, with a wide range of choices in terms of both recovery times and guaranteed availability levels.

Nome Opzione	Descrizione		
	Tempi di ripristino guasti bloccanti	Disponibilità	Periodo di osservazione
H24_4H_Year	4 ore H24	dato di targa	annuale

Nome Opzione	Descrizione		
	Tempi di ripristino guasti bloccanti	Disponibilità	Periodo di osservazione
Sat_8H_Av_Year	8 ore LU-SA 8.00-20.00 nel 100% dei casi	99,85%	annuale
Sat_8H_Av_HalfYear	8 ore LU-SA 8.00-20.00 nel 100% dei casi	99,85%	semestrale
Sat_8H_Av_Quarter	8 ore LU-SA 8.00-20.00 nel 100% dei casi	99,85%	trimestrale
H24_8H_Av_Year	8 ore nel 100% dei casi H24	99,85%	annuale
H24_8H_Av_HalfYear	8 ore nel 100% dei casi H24	99,85%	semestrale
H24_8H_Av_Quarter	8 ore nel 100% dei casi H24	99,85%	trimestrale

Nome Opzione	Descrizione		
	Tempi di ripristino guasti bloccanti	Disponibilità	Periodo di osservazione
H24_4H_Av_Year	4 ore H24	99,90%	annuale
H24_4H_Av_HalfYear	4 ore H24	99,90%	semestrale
H24_4H_Av_Quarter	4 ore H24	99,90%	trimestrale

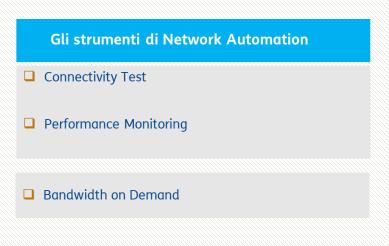| Nome Opzione	Descrizione		
	Tempi di ripristino guasti bloccanti	Disponibilità	Periodo di osservazione
H24_4H_AvUP_Year	4 ore H24	99,95%	annuale
H24_4H_AvUP_HalfYear	4 ore H24	99,95%	semestrale
H24_4H_AvUP_Quarter	4 ore H24	99,95%	trimestrale
H24_4H_AvUP+_Year	4 ore H24	99,97%	annuale
H24_4HAvUP+_HalfYear	4 ore H24	99,97%	semestrale
H24_4HAvUP+_Quarter	4 ore H24	99,97%	trimestrale

Learn more at www.wholesale.telecomitalia.com

Wholesale Network Advanced Management

- **Availability Overall:** this service is mainly intended to meet the requirements of End-Customers who also want guaranteed availability calculated over groups of connections. You can define subnets in self-provisioning mode by grouping links of any type provided that an SLA with guaranteed availability has been associated with each of them. Connections belonging to the same subnet must have standard SLA packages associated with them.

The **WEB Console** also provides you with important Network Automation tools.

Disponibili su

GEA MEF e KIT
Gigawave
KIT Gigawave
Giganet Clear Channel
BH fisso e mobile

Disponibile su

GEA MEF e KIT
Gigawave
KIT Gigawave
Giganet Clear Channel

Gli strumenti di Network Automation

❑ Connectivity Test
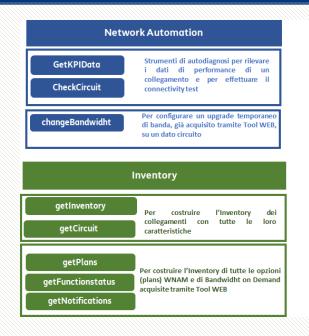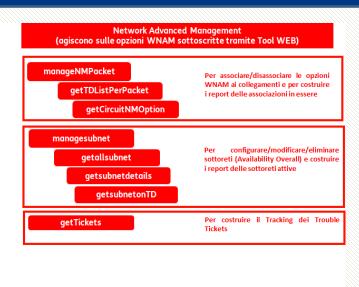
❑ Performance Monitoring

❑ Bandwidth on Demand

Connectivity Test with which you can autonomously check the status of a line, understand the cause of any disservice reported by your End Customer and provide the optimal solution;
Performance Monitoring with which you can check the performance of your connections against the MEF standard values for the three basic parameters Jitter Packet Loss and Round Trip Delay;
Bandwidth on Demand to configure the self-provisioning of temporary bandwidth boosts in response to your End Customers' need for a speed upgrade for a limited time.

APIs for building your own console
There are 16 APIs available to you, allowing you to build your own console to suit your needs. APIs make the same information available as in the WNAM WEB Console but you can represent it as you see fit

Wholesale Network Advanced Management

Network Automation

GetKPIData	Strumenti di autodiagnosi per rilevare i dati di performance di un collegamento e per effettuare il connectivity test
CheckCircuit	
changeBandwidht	Per configurare un upgrade temporaneo di banda, già acquisito tramite Tool WEB, su un dato circuito

Inventory

getInventory	Per costruire l'Inventory dei collegamenti con tutte le loro caratteristiche
getCircuit	
getPlans	Per costruire l'Inventory di tutte le opzioni (plans) WNAM e di Bandwidht on Demand acquiste tramite Tool WEB
getFunctionstatus	
getNotifications	

Network Advanced Management
(agiscono sulle opzioni WNAM sottoscritte tramite Tool WEB)

manageNMPacket	Per associare/disassociare le opzioni WNAM ai collegamenti e per costruire i report delle associazioni in essere
getTDListPerPacket	
getCircuitNMOption	
managesubnet	Per configurare/modificare/eliminare sottoreti (Availability Overall) e costruire i report delle sottoreti attive
getallsubnet	
getsubnetdetails	
getsubnetonTD	
getTickets	Per costruire il Tracking dei Trouble Tickets

The value of service ... not only Assurance

Marketing/Sales

Puoi articolare la tua offerta proponendo livelli di qualità di servizio differenziati ai tuoi Clienti

Leva a tua disposizione per differenziarti dai tuoi competitors

Progettazione/Sales

Ti permette di personalizzare la qualità di servizio verso i tuoi Clienti rispondendo alle loro esigenze puntuali

Assurance

Completa visibilità di ciò che accade sulla tua rete dal Backbone fino alle soluzioni per i tuoi Clienti

Favorisce il rapporto di fiducia con i tuoi Clienti

Regulatory Conditions

The service is for:
- Operators with an individual license or a general authorisation for telecommunications networks and services for public use which existed before the entry into force of Italian Legislative Decree no. 259 of 1 August 2003, containing the 'Electronic Communications Code' (referred to in Article 38 of the Code), as last amended by Italian Legislative Decree no. 70 of 28 May, 2012.
- Companies with a general authorisation for electronic communications networks and services pursuant to Art. 25 of Italian Legislative Decree no. 259 of 1 August 2003, as last amended by Italian Legislative Decree no. 70 of 28 May 2012.

Learn more at www.wholesale.telecomitalia.com

TIM
Wholesale Market