



# VISIONAEL®

DRIVING OPERATING COSTS OUT OF MANAGING NETWORK RESOURCES

## VISIONAEL NRM INTEGRATION CARTRIDGE: BMC/REMEDY ACTION REQUEST SYSTEM

*Visionael is committed to providing integrated solutions that allow organizations to maximize the value of existing software investments and improve operational effectiveness. Visionael's flexible integration architecture readily integrates into network management systems (NMS) and operations support systems (OSS) infrastructures and into a company's current and future network fabric.*

*Visionael has established strategic business, service, platform and technology alliances that enable effective business processes using solutions implemented through software integration. This ensures that Visionael customers benefit from the broadest possible solutions when it comes to managing their entire network life cycle: requirements, documentation, design, deployment, provisioning, operation and ongoing network evolution. Visionael's customers leverage their network as a strategic business asset through many readily-available commercial off-the-shelf (COTS) integration components. Visionael's integration with Remedy's Action Request System is a key component of this integration strategy.*

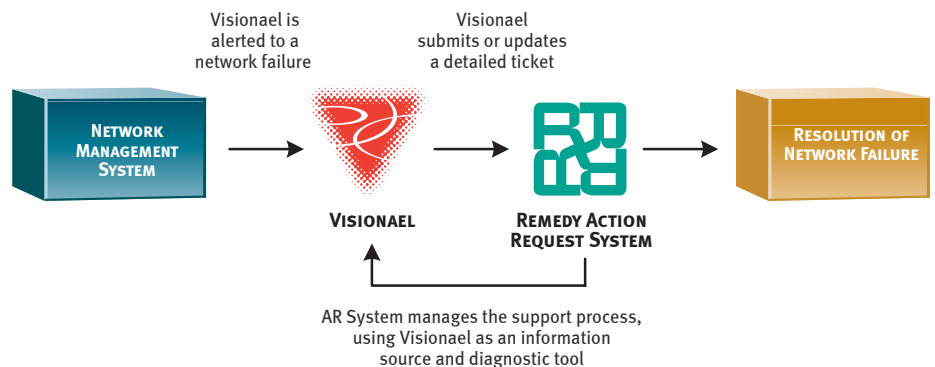
⇒ The integration of Visionael NRM (network resource management) with BMC/Remedy's Action Request System improves efficiency in network trouble management. Network operations organizations can diagnose and resolve network problems faster and more cost effectively.

This integration of market-leading applications presents network operations personnel with comprehensive, accurate knowledge of the networks they are managing. When faults occur, Visionael NRM provides operators with all of the details necessary to assess and resolve the issue. This information can include physical location, equipment structure and configuration, cabling and connectivity, associated network services and customers, and support contact information.

Visionael NRM's accurate network intelligence is critical to reducing the cost of network restoration and meeting service level agreement (SLA) commitments.

⇒ **VISIONAEL NRM-AR SYSTEM INTEGRATION GIVES OUTSOURCERS AND ENTERPRISES A WORLD-CLASS NETWORK SUPPORT SOLUTION AND GIVES SERVICE PROVIDERS A COMPETITIVE EDGE**

BMC's Remedy AR System integrates readily with Visionael NRM. Data flows both ways: users in the Studio design environment of Visionael NRM can generate trouble tickets to an AR System client and AR System users can drill down from the trouble ticket into the current view of the documented network, called the as-built, in the Visionael Studio graphical user interface (GUI):



This example demonstrates Visionael's ability to integrate with other products to provide effective network management. In the example above, Visionael is the central repository of physical and logical network inventory. Visionael is alerted to a network failure through integration with a network management system (such as Micromuse NetCool or HP OpenView). In Visionael Studio, a user selects the network object (for example, a faulty device) and submits a trouble ticket to an AR System client, automatically opening and displaying a trouble ticket in an AR System session. Operations personnel can begin to address the ticket according to their existing procedures in the AR System.

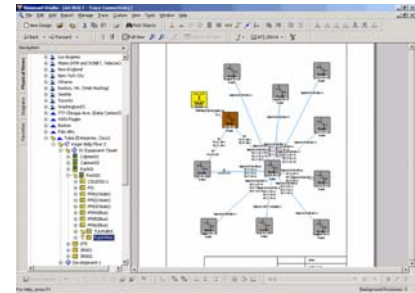


**BENEFITS:**

- *Focuses enterprises and service providers on their core business by speeding time to resolution*
- *Forms the basis of a sophisticated operations system for managing networks with complementary solutions*
- *Creates a robust, standards-based interface point that can be easily maintained by IT staffs*
- *Simplifies data exchange between systems, reducing the time required to create an integrated solution*



TROUBLE TICKET IN AR SYSTEM



EQUIPMENT VIEW IN VISIONAEL



**YOU CAN'T FIX WHAT YOU CAN'T SEE. VISIONAEL FINDS, RETAINS AND PRESENTS CRITICAL INVENTORY DATA SO YOU CAN QUICKLY RESOLVE NETWORK PROBLEMS AND REMAIN FOCUSED ON YOUR BUSINESS**

*Visionael's integration with BMC's Remedy AR System is available out of the box: no programming is required. Through this integration users are able to immediately populate a trouble ticket with relevant information from the Visionael NRM Repository. This shortens the time to dispatch the trouble ticket, freeing up help desk personnel to support more customers and perform other tasks.*

An organization's ability to respond to outages and achieve service level commitments is directly related to its access to accurate information about the configuration of the network. Visionael NRM provides detailed network configuration data that is simply not available elsewhere, including device location, physical cable connectivity and logical circuits. Armed with this information, network operations staff can focus on diagnosing and resolving a fault instead of sorting through out-of-date documentation to isolate it.

Visionael NRM stores current network configuration information in a centralized repository that becomes the single source of network design and configuration information. This single repository eliminates pockets of isolated information.

Visionael inventory data is key in the service assurance process. When a network fault occurs, Visionael provides the rich inventory data to quickly assess the impact of the outage on customer service. Whether this information is used to help plan a scheduled network maintenance period or to assess the impact of accidental fiber cuts, network operations center (NOC) technicians have the data they need to resolve the problem within the committed time to repair. Conversely, Visionael provides a pathway to resolution when a customer-driven trouble ticket alerts the NOC to other potential failures. Visionael shows system users the relationship between physical cables, WAN circuits, ports, and devices in widely-dispersed locations as well as service providers' transport circuits and customer services.

**CONTACT INFORMATION**

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**VISIONAEL NRM-AR SYSTEM INTEGRATION CARTRIDGE STREAMLINES BUSINESS PROCESSES AND ENHANCES CUSTOMER SERVICE**

Visionael's AR System Integration Cartridge delivers:

- Improved ability to address mission-critical service assurance issues in a timely manner
- More efficient workflow of personnel and procedures optimized for the way a business wants to work
- Credible capability to commit to and fulfill user service level agreements



For more information on this solution or to put it to work in your network, contact Visionael today.

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