



Helping Utilities Leverage & Enhance Existing Investment in Netcool

## Improved Operational Efficiency whilst meeting Regulatory Requirements

Utilities rely heavily on their networks. Increasing environmental regulations and security requirements, in addition to the pressure of consumer focus on energy management and conservation, creates added pressure on operational efficiency and workforce productivity. Aging infrastructure is taxed with increasing expectations of functionality and reliability.

**Reliable, secure, lexible, cost-efficient operations and continuous improvement are requirements in today's service management model.** Historically, the use of powerful, general purpose, monolithic management platforms and specialized vendor-provided element management systems provided necessary capabilities following expensive integration tasks. Today, we remain part of the Network and IT complexity challenge and now provide advancements in administrative task automation.

## OpsCenter Helps Leverage and Enhance Existing Infrastructure to Meet Future Needs

OpsCenter leverages your existing investment in Netcool and enhances the benefits you receive with automations, integrations and configurations based on industry best practices, along with a high-powered SNMP data mediator and future-proof event bus architecture providing scalability and high availability.

### OpsCenter provides improved efficiency with:

- enhanced automation, enrichment, and correlation of events;
- SNMP Data Mediator that processes 3,000 events per second on a multi-core machine, 4X faster than Netcool;
- high-speed event bus that can be expanded to handle larger loads by adding additional nodes for scalability;
- and the ability to send traps to multiple locations, while only one will forward the event onward to the end user.

An environment with an average of 200 daily events spends \$1.8M annually on administrative tasks related to service management.

**Our clients see a minimum 18% reduction in spend.**



gen-E is a leading advanced analytics and service assurance software and professional services company for service providers and companies with large, complex networks. We enable our clients to dramatically reduce costs, improve efficiency and deliver higher quality service by providing greater visibility, control and automation of their operational systems. **Learn More at: [www.gen-E.com](http://www.gen-E.com)**

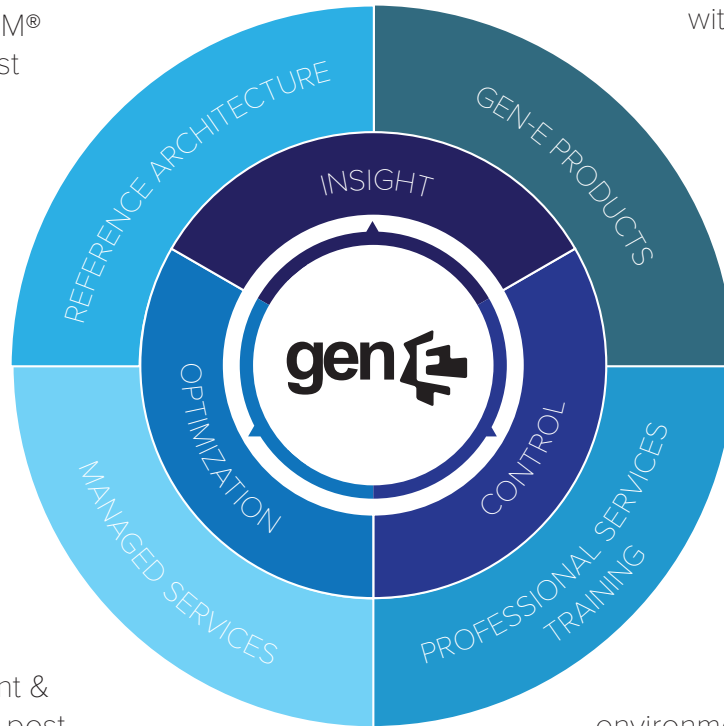
# gen-E Software and Services help you take the steps today to manage tomorrow's environment.

## Reference Architecture

Leverage best-of-breed products, including the IBM® ITSM suite, along with best practices and industry standards based on over 250 implementations

## gen-E Products

Service Assurance software with advanced analytics helps businesses take action on performance indicators



## Managed Services

Remote end-to-end IT infrastructure management & support ensures success post-implementation

## Professional Services/Training

Full service consulting, environment assessment, integration and custom development, and formal training for all levels of network management staff

gen-E clients maximize existing investments in technology,  
reduce operating expenses and improve efficiency.

### Improve Efficiency

Improve the efficiency and effectiveness of Netcool investments with speedy event processing, improved fault isolation, and enhanced automation, enrichment, and correlation of events.

### Reduce OpEx

Eliminate redundant systems and reduce Netcool maintenance costs while minimizing manual engagement to reduce the total cost of ownership.

### Truly Unified View

Replace outdated visualizations with a unified view of all customer and network data from across the entire business, providing a real-time, end-to-end view to all corporate users for a more unified customer experience.



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