

HP OpenView Service Quality Manager 1.2 software

Data sheet



Key features and benefits

- Real-time service-level and SLA monitoring
- Flexible service-level and SLA reporting
- Technology-neutral service model
- Flexible, reliable, scalable and open architecture
- Pre-integrated domain expertise in the form of Value Packs

Service Quality Manager helps your organization increase your customers' confidence by proving that the committed service level is actually delivered. End customers are assured that problems are anticipated before their businesses are affected. This increases the end customer's perception of "value for money" and contributes to better customer satisfaction.

HP OpenView Service Quality Manager 1.2 software offers wireless and wireline service providers a powerful solution for managing their internal quality of service (QoS) and monitoring their business customers' QoS commitments. With Version 1.2, the product is now extended with Value Packs. Value Packs are pre-integration for particular domain (services) that allow service providers to deploy a management solution quickly.



Improve service quality

With the emergence of mobile and fixed broadband access, service providers are competing more and more with differentiated value-added services. The competitive advantage of these services—as well as many traditional services—is increasingly in the quality of service (QoS) offered. Management of service quality is crucial to your efforts to generate new revenue streams, as well as to retain your existing customers.

HP OpenView Service Quality Manager responds to this need. It provides full visibility on service levels and SLA compliance across your entire network and IT infrastructure in real time. It enables your team to optimize operations according to your most profitable services and customers by delivering a predictable level of quality that meets SLAs and protects your service margins.

With Service Quality Manager, service level degradation is detected in real time, before service quality falls under committed levels and SLAs are violated. You can prioritize actions according to the impact quality degradations could have on your services revenue.

Targeted service quality information is automatically delivered to the relevant groups inside your organization, allowing them to focus exclusively on important problems. Monitoring the service infrastructure optimizes infrastructure resource usage and facilitates capacity planning.

With version 1.2, Service Quality Manager reaches the next level of maturity. The product now contains pre-integrated solutions in the form of Value Packs. The first Value Pack concerns Mobile Data Services. It launches a series of pre-integrated solutions for wireline and next-generation network service providers.

With HP OpenView Service Quality Manager, you can show your customers that the committed service levels are actually delivered—and that you address problems before services are affected.

Product overview

HP OpenView Service Quality Manager provides a complete service quality management solution. It allows your team to manage entire services, associated service levels and SLA life cycles.

Service, service level and SLA creation

Service Quality Manager provides a vendor-neutral service object model that allows you to model any services (wireline or wireless). With this design, the product offers a graphical user interface that enables you to configure deployed services.

If there is a need for an automated interface to manage service volumes, Service Quality Manager provides an open XML interface to automatically download this information from a repository, such as a topology database or an inventory system. After service creation, Service Quality Manager provides a graphical user interface for specifying service levels and any required SLAs for the services.

End-to-end collection of quality indicators

Service Quality Manager collects data using mediation modules called Service Adapters. There are already available Service Adapters for most of the HP OpenView portfolio, including the TeMIP, Service Navigator and Internet Services products. There are also two ways to collect data from other vendors or legacy applications: a SQL graphical toolkit to allow automatic creation of Service Adapters that collect data from data bases or a Service Adapter Software Development Kit for real-time asynchronous collection.

Service-level and SLA monitoring

Based on collected data published by Service Adapters, Service Quality Manager checks—in real time—compliance with service levels and detects service level degradations or violations. Your service operators can configure the specific actions (such as alarms or e-mail messages) to be triggered to react to a problem.

Carrier-class service-level and SLA reporting

This feature is in an open datamart pre-integrated with a best-of-breed reporting tool. Service Quality Manager produces a variety of predefined web-based reports on historical quality of service and statistical information. Reports creation can be scheduled or on-demand. If the predefined set of reports is not sufficient, you can customize existing reports to address your specific needs and, of course, create brand new reports.

Integrated gateway

Upon detection of a service-level degradation or violation, Service Quality Manager can trigger any actions that you have specified. You can create alarms, send e-mail messages or send a notification to a billing system to adjust an SLA. HP OpenView Service Quality Manager 1.2 has an open XML interface on top of which HP OpenView TEMIP and HP OpenView Operations gateways have been created.

Domain expertise and Value Packs

Service Quality Manager provides a pre-integration for particular domains that allows service providers to experience quick time to value. Value Packs contain service and SLA templates (sets of relevant Key Quality Indicators and their thresholds), off-the-shelf reports, a framework for demonstration and an open environment that allows a phased deployment.

An HP OpenView solution

HP OpenView Service Quality Manager is based on a natively open, distributed and reliable architecture. When combined with the HP OpenView TeMIP Fault Management, HP OpenView Operations and HP OpenView Internet Services product sets, Service Quality Manager provides an optimum service assurance solution for today's services and new OSS challenges alike.

HP's experience as both a telecom and IT vendor and integrator makes Service Quality Manager perfectly placed to tackle the multidisciplinary challenges posed by total service quality management. What's more, HP's experience delivering highly reliable and scalable OSS solutions for fixed and mobile operators guarantees a solid base for your service quality management solution.

The HP OpenView Service Management for Service Providers solution portfolio, including HP OpenView TeMIP, is the de facto standard for carrier-grade network and service management. It is deployed in more than 160 demanding communications environments, including eight out of ten of the largest international carriers.

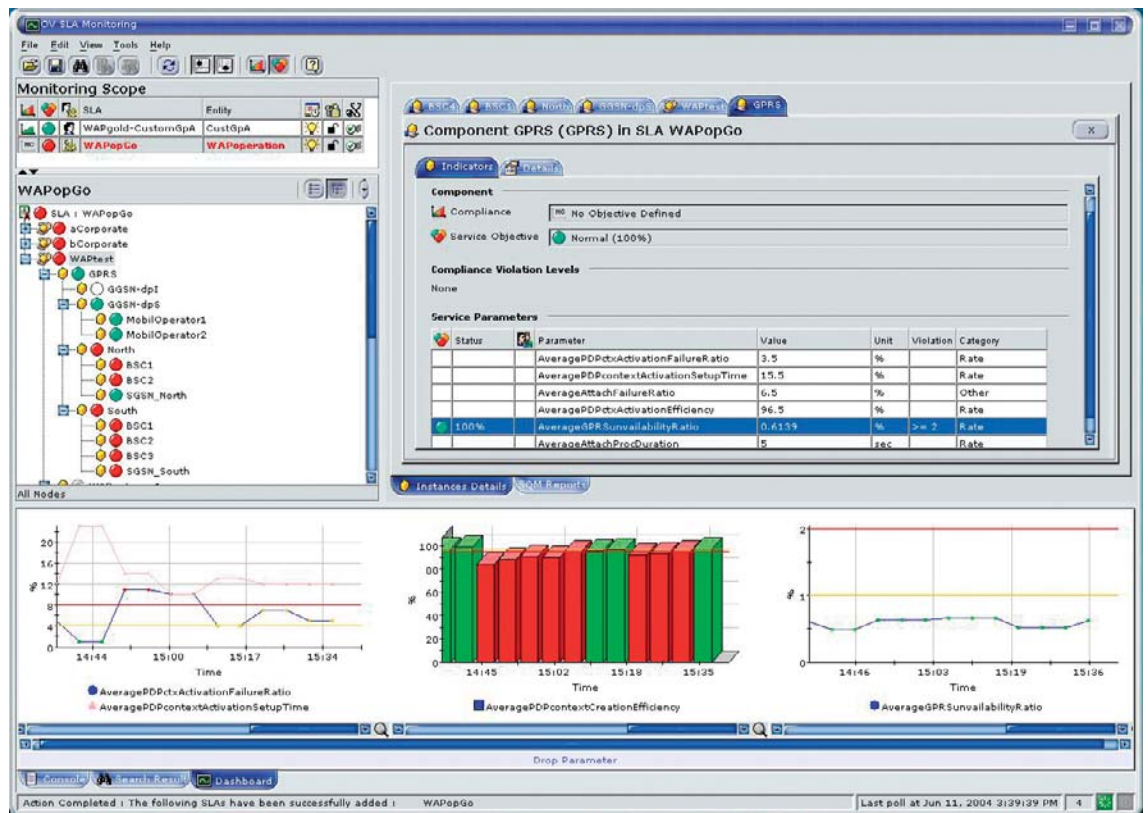


Figure 1: SLA monitoring

The HP OpenView Service Quality Manager SLA monitoring user interface provides operators with information on monitored SLAs and key service quality indicators. An operator can monitor key service quality indicators one by one to understand the source of a problem and trigger corrective actions in real time.

A complete solution

Get the most from your software investment

HP provides high-quality software services that address all aspects of your software application life-cycle needs. With HP, you have access to standards-based, modular, multi-platform software coupled with best-in-class services and support. The wide range of HP service offerings—from online self-solve support to proactive mission-critical services—enables you to choose the services that best match your business needs.

For an overview of HP software services, visit: www.managementsoftware.hp.com/service

To access technical interactive support, visit Software Support Online at: www.hp.com/managementsoftware/services

To learn more about HP Software Customer Connection, a one-stop information and learning portal for software products and services, visit: www.hp.com/go/swcustomerconnection non-critical real-time monitoring to offline monitoring.

Comprehensive training

HP provides a comprehensive curriculum of HP OpenView and IT Service Management courses. These offerings provide the training you need to realize the full potential of your HP solutions, increase your network optimization and responsiveness, and achieve better return on your IT investments.

With more than 25 years experience meeting complex education challenges worldwide, HP knows training. This experience, coupled with unique insights into HP OpenView software, positions HP to deliver the optimum training experience. For more information about these educational courses, visit: www.hp.com/learn

The smartest way to invest in IT

HP Financial Services provides innovative financing and financial asset management programs to help you cost-effectively acquire, manage and ultimately retire your HP solutions. For more information on these services, contact your HP sales representative or visit: www.hp.com/go/hpfinancialservices

Requirements

Core product

Supported operating system: HP-UX 11.11

Supported database: Oracle® 9i

Graphical user interfaces

Supported operating systems: Windows® XP

Service adapters, gateway

Supported operating systems: HP-UX 11.11, Windows XP

For more information

For further information on HP OpenView Service Quality Manager, visit:
www.managementsoftware.hp.com/products/sqm

Ordering information

Part number	Product name
T2830AA	HP OpenView Service Quality Manager Core LTU
T2831AA	HP OpenView Service Quality Manager 2 Users LTU
T2832AA	HP OpenView Service Quality Manager 50 SLA Instances LTU
T2833AA	HP OpenView Service Quality Manager SA Simple LTU
T2838AA	HP OpenView Service Quality Manager SA Standard LTU
T2839AA	HP OpenView Service Quality Manager SA Advanced LTU
T2835AA	HP OpenView Service Quality Manager SA Premium LTU
T2836AA	HP OpenView Service Quality Manager SA SQL Toolkit LTU
T2837AA	HP OpenView Service Quality Manager SA Generated Runtime LTU
T2840AA	HP OpenView Service Quality Manager MDS Value Pack LTU
T2834AA	HP OpenView Service Quality Manager Media

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