

Telcordia® Test Expert

Telcordia® Test Expert is an expert system that enhances service assurance and accelerates ROI by managing both automated and interactive testing for next generation network circuits and services.

001

Test and analyze next gen services and every network layer with one system

002

Achieve the highest volume and most accurate flowthrough in the industry

003

Speed time-to-revenue by utilizing expert service testing

- ▶ Manual network tests and single-vendor testing systems are obsolete. They are simply too expensive, time-consuming, and error-prone for communications environments that support converged networks and services.

Every service provider, from the largest incumbent to the smallest startup, needs an intelligent testing solution engineered for multivendor, multiprotocol infrastructures, and flexible and accurate enough to safeguard availability across physical transport and logical application service layers.

DEPLOY THE EXPERT THAT PAYS FOR ITSELF

Studies show that the best human testers can achieve about 80% test accuracy, but Telcordia® Test Expert regularly delivers 97% or more. That's why Test Expert is enabling our customers to substantially reduce dispatches and achieve full return on investment in six months or better. In fact, one Tier 1 provider reports more than \$100 million a year in OPEX savings.

SUPPORT YOUR FULL RANGE OF SERVICES

Test Expert combines Service Oriented Architecture (SOA), web services, open interfaces, a common GUI for in-house and field personnel, and an extensive, out-of-the-box knowledgebase to consolidate assurance (fault analysis and resolution) across your entire network, regardless of technology type and equipment vendor. It also supports the full services universe, from Plain Old Telephone Service (POTS) to corporate leased lines, data, mobile, triple play, VoIP, IPTV, broadband, and beyond.

RELAX, THAT FAULT IS COVERED

How can one system do it all, when networks can fail in so many ways?

Rather than populate Test Expert for every failure, we analyze your failure types, their frequency, and their cost, and supplement the knowledgebase, during initial deployment, to address your most costly faults first. Over time, the customizable scripting engine and on-board algorithms let you keep the system responsive to your requirements and, thereby, improve mean-time-to-repair and reduce operations costs that are critical to your business.

Test Expert even handles those rare intermittent faults that are expensive to find and extremely frustrating for customers. Our system mines historical performance/alarm data and pinpoints the root causes of intermittent faults, even when the fault conditions have cleared.

TAKE YOUR PICK: AUTOMATED OR INTERACTIVE

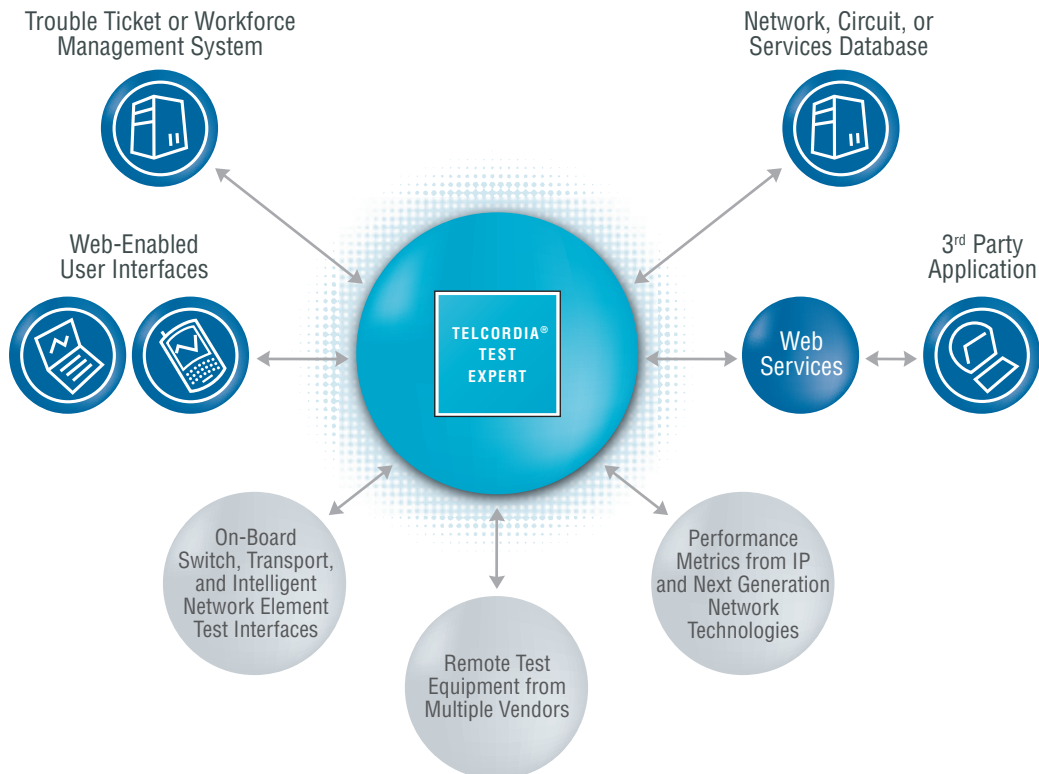
Whatever tests you run, the adaptive engine lets you continuously change test strategies and create your own expert scripts to accommodate dynamic circuits and services.

THE TELCORDIA SERVICE ASSURANCE SUITE

- The Telcordia Service Assurance Suite provides multilayer, configurable service-quality solutions that help ensure quality from end to end for the best possible customer experience. Our service assurance tools address issues generated by the network, as well as from the user device, enabling you to not only react quickly, but to identify potential issues and proactively improve the customer experience.

Test Expert Conceptual Framework

.....



Use the automated functions for both trouble ticket resolution and service activation. To expedite repairs, Test Expert receives requests from the trouble tracking system, communicates discovered faults and recommended fixes to the dispatch system, then performs retests to confirm results. The open contract interface lets each test center share common rules or set its own rules. To support service activation, it receives requests from the order tracking system and refers design faults to the provisioning system, as well as performing pre-service testing.

For interactive testing, the web-based GUI makes it easy to create and manipulate tests, including component-specific tests with automated analysis and full-service tests. The GUI can be used by both Central Office (CO) and field technicians.

REALIZE THE BENEFITS OF MANAGED EVOLUTION

Since Test Expert includes interfaces to embedded networking equipment and test systems, it can be used for pre-service and turn-up testing, and is invaluable in facilitating a transparent, phased migration from existing to next gen services.

Test Expert is safeguarding service providers of all sizes and in all stages of network evolution. Its scalable platform enables the smallest to the largest carriers to access its full functionality. Telcordia services for hardware and software deployment, integration, and training also support rapid turn-up and value realization for all customers.

DISCOVER SO MUCH MORE

More and more service providers worldwide are discovering that Test Expert is critical to a successful service assurance operation, because it:

- Reduces unnecessary dispatches by increasing test accuracy
- Enables all testers to perform at the level of your “best” testers
- Accelerates roll-out of new services by giving you the power to define test strategies in real time.

Learn more about all the operational improvements and economies that are possible with this innovative test and diagnostic system.

AT A GLANCE

- Telcordia Test Expert can save substantial OPEX costs and accelerate revenues for any operator by:
- Boosting test automation, volumes, and accuracy
- Cutting the number of outages to reduce truck rolls
- Reducing time-to-repair to enhance the customer experience
- Increasing broadband subscribership and speeding time-to-market for all new services.



For more information about Telcordia Technologies, contact your local account executive, or you can reach us at:

+ 1 800.521.2673 (U.S. and Canada)

+44 (0)1276 515515 (Europe)

+1 732.699.5800 (all other countries)

info@telcordia.com

www.telcordia.com