

# BrixView Solution Overview



Delivers fast and simple access to performance and quality information, and produces reports for all level of users.

## KEY FEATURES

Applies the power of business intelligence to service assurance

Delivers information for a wide audience, from C-level executives to front-line operators, engineers and customer support representatives

Offers a web portal that can be tailored to provide each user with just the information they need

Provides at-a-glance service and performance management summaries for executive decision-making

Enables information sharing throughout the organization for faster, more informed decisions

Aids customer care staff with problem analysis to quickly locate, diagnose and prioritize service issues

Offers standard report packages that deliver out-of-the-box reports on specific services

Custom reporting solutions available to match detailed requirements

Service providers are rapidly transitioning to converged IP-based voice, video, data and mobile services and applications to deliver critical communications and entertainment to business and residential users. There are many reasons for this transition as flexible, efficient and cost-effective IP-based service and applications offer compelling operational benefits. Additionally, IP-based services and applications allow providers a better mechanism for managing end-to-end quality of service (QoS) and end-user quality of experience (QoE).

Although next-generation IP networks are more complex than traditional time-division multiplexing (TDM) networks, providers can extract significantly more data that can be used to continually measure and monitor service performance and quality across these networks. By deploying an end-to-end converged service assurance solution, providers can collect key performance indicators (KPIs) and additional metrics from multiple points in the network and at the end-user level to truly reflect the performance and quality of any IP-based service.

As IP networks continually expand and subscribers rates grow exponentially, business owners and executives need greater visibility into service performance and a simple way of analyzing complex data in ever-increasing amounts to make smart business decisions. Significant challenges include the consolidation of data collected from various points of the network and interaction with the information to gain valuable insight into patterns, relationships and customer assurance impact. Additionally, with new IP-based services critical to business success, more organizational stakeholders, from technical to business managers to executive levels, are interested in the results and demand their own unique visualization requirements without information overload. The effectiveness of the data is ultimately determined by if it is the right data for the right people, in the right format, at the right time.

## BRIXVIEW ADVANCED ANALYTICS AND REPORTING

Seamlessly integrated with the BrixWorx correlation engine, BrixView enables the flexible presentation of performance and quality information to all decision makers. With interactive dashboard views, customizable reporting packages and individual content portals, BrixView delivers fast and simple access to information for all levels of users across an organization. In a timely manner, BrixView produces visualization and reports of varying levels to allow a broad audience to take the appropriate actions.

With the appropriate information, network operators spend less time working with static charts and spreadsheets, and business owners and executives have the information and insights they need to make intelligent decisions and drive business value for the organization.

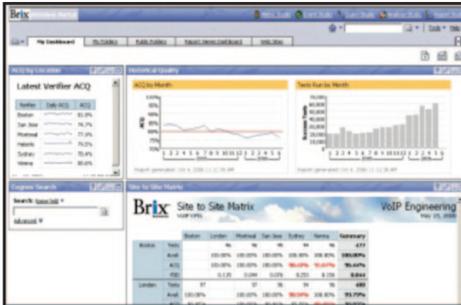
## CUSTOM DASHBOARDS, REPORT PACKAGES AND PORTALS

The power of BrixView is in the simplified presentation and visualization of converged service assurance information. Each user can set up unique dashboards and portals to view only the information that is pertinent to them. Users can also create their own BrixView pages from which they can access specific pre-built BrixView report packages as well as their own custom reports. Technical staff members may want to view more detailed reports and information, while management level members may only desire a graphical, at-a-glance status view of the impact of data on take rates or churn. By streamlining the delivery of information, BrixView empowers its users to make informed decisions that lead to success.

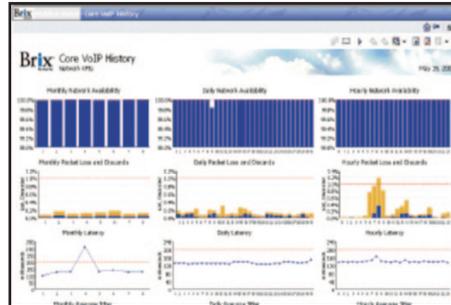
## Visual Presentation of Key Metrics

BrixView translates the network, service performance and quality data generated by the BrixWorx engine into highly consumable information from which users can investigate patterns in addition to track and monitor service performance and quality in multidimensional report types. By processing user-defined network and service KPIs (jitter, latency, packet loss, availability, mean opinion score, etc.), BrixView enables users to view performance and quality over time (hourly, monthly, yearly) by specific location, by customer/partner and by organizational division/department.

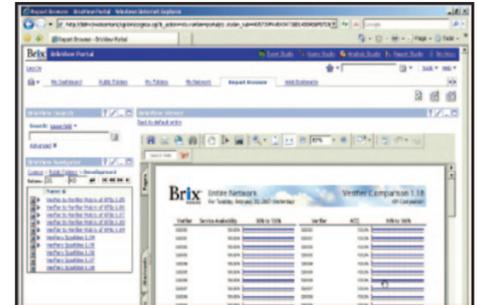
Using a VoIP service as an example, BrixView dashboards, portals and reports monitor individual KPI performance and provide visibility into customer experience to monitor take rates, retention and churn based on service quality. By running multidimensional reports, users can quickly identify performance and quality degradations over periods of time, where they are occurring in the network and who is being affected. In simplifying this information, BrixView enables users to make better and faster decisions as well as share results effectively throughout the organization.



Dashboard view



Historical reporting



Content management

## CONTENT MANAGEMENT AND SECURITY

BrixView's single sign-on capabilities provide users with instant access to flexible, role-based dashboard displays and reports. Administrators control BrixView access and capabilities to create and run reports. Depending upon administrator-established user rights, users can access their own unique dashboard and portal views, public reports folders, in addition to create and manage their own reports folder. BrixView's intuitive navigation delivers the information each user needs, in a secure, controlled fashion.

## THE BRIX SYSTEM: COMPREHENSIVE CONVERGED SERVICE ASSURANCE SOLUTION

Customers deploy the Brix System converged service assurance solution throughout their networks to gain end-to-end visibility into the performance and quality of the IP services they offer. By leveraging in-network monitoring sources (Brix Verifiers, third-party sources and devices embedded with industry standards) across their network, the BrixWorx centralized correlation and analysis engine produces a vast amount of data that is essential to continually managing and monitoring service performance and quality. With the addition of BrixView, the picture is now complete and users have a dynamic, interactive visualization environment that makes it easy to convert that data into actionable information.

## BRIXVIEW FEATURES

- > Highly interactive business portals to visually mine and simplify the presentation of complex data
- > Dashboards, reports and portals provided for all organizational levels, targeting IP communications and quad-play services
- > Visualization of information to make faster, more informed decisions and share service intelligence results throughout the organization
- > Content management and security
  - > Single sign-on capabilities
  - > Simple folder and tab structure organizes content
  - > Tailored displays for every user
  - > Access controls on every report, dashboard, portal page and folder controls access to authorized users only
- > Seamless integration with the BrixWorx operation center
- > Scheduled reports can be viewed on the web, printed in as high quality PDF, imported into Excel and e-mailed directly to users
- > Report packages with pre-packaged reports, portal pages, dashboards and other content designed to answer typical service quality questions of a wide range of information consumers
- > Custom reporting solutions built on the BrixView foundation can provide exactly the information you need in the form you wish

## EXFO SERVICE ASSURANCE

EXFO Service Assurance is a global provider of converged service assurance solutions that allow the world's largest service providers and enterprises to offer reliable and high-quality experiences in voice, video, data and mobile services to their customers, partners and employees. The company brings a proven heritage of IP expertise unique to the service assurance marketplace, and collaborates closely with its customers and partners to assure the delivery of any IP-based service, over any network, to any endpoint.

EXFO Service Assurance's seamlessly integrated hardware and software products, collectively called the Brix System, are converged service assurance solutions that proactively monitor IP service and application quality. Network operators use the Brix System to guarantee the successful launch and ongoing, profitable operation of their various IP services.

**EXFO Corporate Headquarters** > 400 Godin Avenue, Quebec City (Quebec) G1M 2K2 CANADA | Tel.: +1 418 683-0211 | Fax: +1 418 683-2170 | [info@EXFO.com](mailto:info@EXFO.com)

				Toll-free: +1 800 663-3936 (USA and Canada)   <a href="http://www.EXFO.com">www.EXFO.com</a>	
<b>EXFO America</b>	3701 Plano Parkway, Suite 160	Plano, TX 75075 USA		Tel.: +1 800 663-3936	Fax: +1 972 836-0164
<b>EXFO Asia</b>	151 Chin Swee Road, #03-29 Manhattan House	SINGAPORE 169876		Tel.: +65 6333 8241	Fax: +65 6333 8242
<b>EXFO China</b>	36 North, 3 <sup>rd</sup> Ring Road East, Dongcheng District Room 1207, Tower C, Global Trade Center	Beijing 100013 P. R. CHINA		Tel.: + 86 10 5825 7755	Fax: +86 10 5825 7722
<b>EXFO Europe</b>	Omega Enterprise Park, Electron Way	Chandlers Ford, Hampshire S053 4SE ENGLAND		Tel.: +44 2380 246810	Fax: +44 2380 246801
<b>EXFO NetHawk</b>	Elektronikkatie 2	FI-90590 Oulu, FINLAND		Tel.: +358 (0)403 010 300	Fax: +358 (0)8 564 5203
<b>EXFO Service Assurance</b>	270 Billerica Road	Chelmsford, MA 01824 USA		Tel.: +1 978 367-5600	Fax: +1 978 367-5700

EXFO is certified ISO 9001 and attests to the quality of these products. This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. EXFO has made every effort to ensure that the information contained in this specification sheet is accurate. However, we accept no responsibility for any errors or omissions, and we reserve the right to modify design, characteristics and products at any time without obligation. Units of measurement in this document conform to SI standards and practices. In addition, all of EXFO's manufactured products are compliant with the European Union's WEEE directive. For more information, please visit [www.EXFO.com/recycle](http://www.EXFO.com/recycle). **Contact EXFO for prices and availability or to obtain the phone number of your local EXFO distributor.**

For the most recent version of this spec sheet, please go to the EXFO website at [www.EXFO.com/specs](http://www.EXFO.com/specs).

In case of discrepancy, the Web version takes precedence over any printed literature.