

Creanord's new Customer Portal Reporting

Tucana's partner Creanord is introducing their new Customer Portal to improve Customers Experience and loyalty.

Build More Momentum with Performance and SLA Compliance Reporting

Many service providers have already turned to Ethernet to address scalability and cost challenges presented by the staggering growth in data services. Ethernet bulk buyers such as mobile backhaul, enterprise service, managed service and application service providers as well as large corporate customers all have one thing in common. As the services are vital for their business, they require strict SLAs and compliance reporting. The player with the best reporting will have an edge when competing for contracts.

To ensure that the different groups appreciate your service, it pays to stay ahead with adding value to services. Visibility into SLA compliance provides both improved customer intimacy and a nice value add when competing against other vendors. It is a great way to give a face to the somewhat intangible communications service.

With this in mind, Creanord's SLA management and reporting offering is expanding with two new spearheading modules:

- **SLA Delivery Report** for stunning SLA compliance reporting as a spreadsheet, with full report delivery process support
- **Protected circuit SLA reporting** to further increase the value of high-end services through improved visibility



EchoVault SLA Management Suite

SLA Dashboards



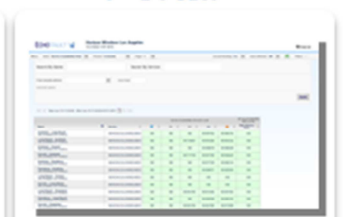
SLA Delivery



SLA Protect



Customer Portal



The purpose of the new modules is to complement existing real-time reporting functionality with a set of state-of-the-art tools for monthly SLA compliance reporting. The new features not only reduce the reporting burden on IT staff, but also allow you to raise the profile of service reporting within the business and help managers and employees focus on execution rather than generating spreadsheets. In other words they help save time, reduce mistakes and improve your service through automated reporting and process control. With the help of the SLA Delivery Spreadsheet report you can simplify and automate monthly contractual reporting tasks such as compiling data, performing comparison against targets, adding maintenance windows, delivering, publishing and archiving monthly service compliance reports. In addition to avoiding tedious manual reporting work, controlling the reporting process also helps you minimize errors. Publishing the catalog of delivery reports through the portal helps ensure that it becomes easily accessible - both internally and for customers. For instance an account team could easily check the latest few compliance reports before meeting with a client. From the perspective of the customer, the SLA Delivery Spreadsheet brings an attractive summary of the services and reporting showing service delivery outcome. With privileges, previewing and recalculation it also provides a complete set of reporting tools for True Network Visibility - complete with the flexibility you need to customize reporting per customer. As an example of flexibility, if there have been service affecting problems that are out of SLA scope, you can simply add maintenance windows and recalculate a new report.

The second new module is targeted for mission critical applications requiring circuit protection. This is a service with data being able to pass via a secondary route if the primary violates the performance targets. In such a scenario, reporting on SLA compliance is significantly more challenging than for a single route. Protected circuit SLA reporting automates the required calculations, and can provide the data on the better of the two circuits. Thus you can rest assured that your customer will get appropriate reporting along with their high-value service.

EchoVault shows service performance in a way that is understandable by your customers - compliance to commitments rather than just technical data. The new extensions help you provide SLA compliance reporting with numerous benefits, see table below:

EchoVault SLA Compliance Reporting	
Attractive Monthly SLA Compliance Report <i>Excel report with circuit performance against SLA targets, KPIs etc.</i>	✓
Process Control <i>Tools for approval and publishing via web or email</i>	✓
Comparison to Raw PM Report <i>Automatic creation of reports with and without Maintenance Windows for easy comparison</i>	✓
Protected SLA <i>Automated reporting for protected circuits</i>	✓
Delivery Report History <i>Repository of delivered SLA compliance reports</i>	✓

Better SLA Reporting for Your Customers

Timely monthly reporting brings you recurring customer interaction and an opportunity to improve the customer's perception of service value as well as their trust in the provider - you are after all showing how well you have fulfilled the quality promise made to them. This helps improve customer satisfaction and reduce the likelihood of them to turn to other providers. Moreover, you can use your reports as a differentiator and sales tool to help you win bids, particularly for larger deals with strict requirements. For high value customers who value quality higher than price, EchoVault provides the tools to show them and convince them that you can deliver.

More information on http://www.tucana.com/products/product/creanord_echovault_8/

About Tucana Telecom

We believe that our success and competitive advantages lies in providing our customers with a combination of telecom know-how, price efficient products, and fast access to expert support. Our products and services are all built on a solid platform of signalling and data protocol know-how. This platform is continuously strengthened through our tight hands on interrelations with our largest customers.

It is our ambition to contribute to increased revenues and reduced costs for our customers by providing them with powerful operations and business support systems. If you would like to know more about the company, do not hesitate to contact us!

More information on www.tucana.com

More information:

Ramon Mutsaers
Tel: +31 76 5794 115
ramon.mutsaers@tucana.com



Tucana is a value-added distributor of Test- and Measurement-solutions and related applications/services for telecom- and IT-networks. The T&M solutions are used for quality & performance testing, advanced protocol diagnostics, security, network management and monitoring in converged communications networks. Our primary focus are the service providers, fixed and mobile operators, broadcasting companies, OEM's and Enterprises.. The company has offices in Belgium, France, Germany and The Netherlands.

Belgium – Tucana Telecom NV – Miraeusstraat 10 – B2018 Antwerp – Tel: +32 3 237 6326 - Fax +32 3 216 1587

France – Tucana Telecom SAs – 129/137 Boulevard Carnot – 78110 Le Vésinet – Tel: +33 1 3009 2090 - Fax +33 1 3009 1061

Germany – Tucana Telecom GmbH – c/o Keller-Menz Rindermarkt 3+4 – D80331 Munich – Tel: +49 89 540 30 969 - Fax +49 89 540 30 959

The Netherlands – Tucana Telecom BV – Minervum 7446K – 4817 ZG Breda – Tel: +31 76 5794111 - Fax +31 76 5811619

info@tucana.com
www.tucana.com