

- Management of trunks, services, and end services
- WAN lines and calculation of bandwidth utilization
- Services and bandwidth on WAN lines
- Contracts and SLAs
- Comprehensive search and query functions



// FNT Command WAN

Simplified and Provider-Independent Management of Lines,
Traffic Classes, and Services in Wide Area Networks

A wide area network (WAN) enables companies to connect multiple servers at often widely dispersed locations in order to improve internal communications and share information more reliably. When connecting remote assets, there are several factors that must be considered in order to achieve adequate bandwidth and minimal latency. To enable efficient and secure management of corporate WANs, companies need a full and detailed insight into every aspect of their infrastructure.

FNT Command WAN enables users to analyze, plan, and manage complex wide area networks in a single, integrated system. It provides the required level of transparency through accurate documentation of secondary information on individual lines, such as line category, line type, and available bandwidth.

To allow a rapid response in the event of an incident, the termination points are documented all the way to the port and made available for targeted, in-context analysis along with provider data, contact details, associated contracts, and service levels. Thanks to built-in bandwidth calculation for WAN-based

services, it is possible to identify free line capacity quickly and deploy it more efficiently. As well as reducing costs, this contributes to reliable operation of the network.

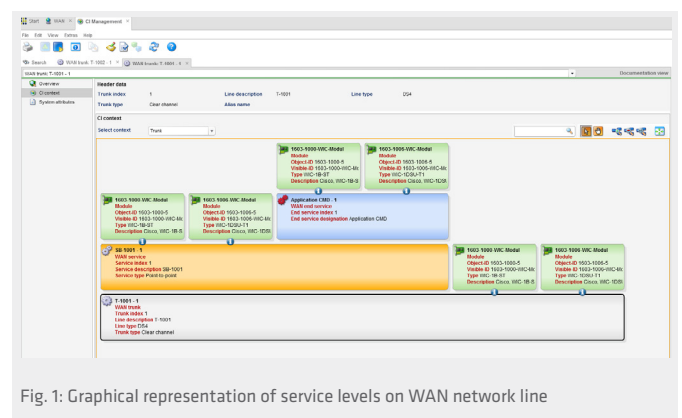


Fig. 1: Graphical representation of service levels on WAN network line

Coherent Management

With FNT Command WAN, all WAN network lines and associated services are documented and managed centrally along with the following information:

- Location
- Devices (incl. routers, servers, physical/logical ports, etc.)
- Provider
- Customer details
- Service Level Agreements
- Contracts

It is also possible to document secondary information on individual lines, such as line category, line type, and available bandwidth, and use it for in-depth analysis. In the case of trunks, services, and end services, both symmetric (AaB = BaA) and asymmetric (AaB ≠ BaA) bandwidths are supported. In addition, it is possible to replicate line bundles, backup lines, and load sharing. For optimum budget control, the costs for each managed WAN line can be recorded on a one-time or monthly basis.

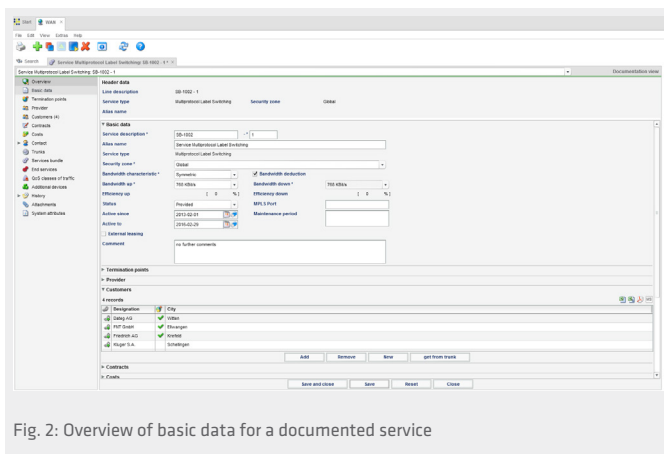


Fig. 2: Overview of basic data for a documented service

Trunks

A “trunk” is the basic leased line used for a service and can be added in FNT Command in the form of a local loop or clear channel. They are also assigned to physical device ports and to a specific provider. With a local loop, the device is known only at location A (provider cloud) and is therefore connected to a device port for location A only. With a clear channel, however, the devices at locations A and B are both known and therefore each is connected to a device port.

Services

A “service” is the protocol used to transfer applications between two locations. Using a routing function, each service is assigned to one or more trunks to form a route between the two locations. Users have the option of deducting the bandwidth required for the service from the total bandwidth available on the trunk(s). For maximum transparency, services can be defined with point-to-point or MPLS connectivity and assigned

to physical or logical device ports, IP addresses, and a provider. In addition, a service can be broken down into multiple traffic classes (QoS = quality of service) to differentiate between base services and the end services running on top.

End Services

An “end service” is a service that transports other services between two locations and carries one or more base services. End services are assigned to a route and given the corresponding traffic class with the aid of the routing function. It is also possible to specify the maximum bandwidth that an end service can use. End services can be created with point-to-point or MPLS connectivity and assigned to physical or logical device ports, IP addresses, and a provider.

Providers

With FNT Command WAN, it is also possible to store the contact details for the various providers from which lines are leased or purchased. This information can then be assigned to the corresponding trunks and services. The allocation of external contacts along with active contracts makes it easy for users to find all the relevant information for a particular line.

Customers

A “customer” is a user of a WAN service, e.g., a subsidiary, department, or individual. Customer information, such as location, contact details, and contact persons, can be easily assigned to trunks and services and used to distinguish between multiple user groups.

Contracts and Service Level Agreements

The leasing and use of trunks and services is usually governed by a contract between provider and customer. These contracts can be managed centrally in FNT Command and assigned to the respective trunks, services, providers, and customers. This enables quicker and easier identification of requirements under the terms of the current SLA.

History and Attachments

It is possible to attach an unlimited number of files to any documented object. The history of each object is fully traceable for maximum revision security.

System Requirements

The FNT Command C base module is a prerequisite for using FNT Command WAN.