

Highlight: Understand your network

Internet Connectivity is a key part of the infrastructure supporting businesses today. Making informed decisions when budgeting, planning, or dealing with problems in this area depends on having the complete picture: a full understanding of how your network is performing in terms of Utilisation, Health, and Availability.

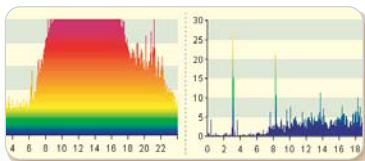
The **Highlight Service Assurance** portal provides this vital 'Management for Management' information in an easy-to-understand, graphical format. **Highlight** is running today in large and small companies, including 30% of the FTSE 100. To see how the service can benefit your business, read on...



Fact: Detailed Utilisation is a key metric for understanding network performance.

Highlight delivers the precise, real-time information you need to support a real-time business. While some tools show smoothed data that's hours out of date, **Highlight's** reports are updated every three minutes, showing fine detail - the peaks and troughs which can affect your business.

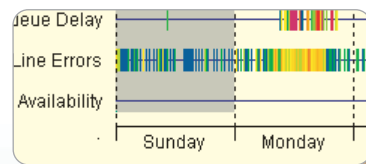
Highlight's consistent use of colour, simple trending and navigation mean it's "one click" to understand your network.



Fact: Busy links can be perfectly healthy, and Quiet links can be very sick.

For the full picture, you need detailed Health information. Only **Highlight** actually checks your line for errors and shows a simple, graphical picture of congestion and health.

Time and again, customers have used **Highlight's** Health information to spot developing problems before their business was affected. Without Health information, there's no warning.

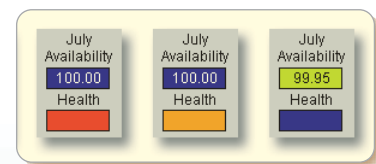


Fact: Availability is not just a percentage.


There's a big difference between an outage at 3am, and one at 3pm.

Highlight shows you a detailed picture of any problems with type, time and duration - so you can see any impact on your business.

By using **Highlight**, Service Providers have an independent third-party monitoring their network - showing real confidence in the quality of what they deliver.



For more information on *Highlight*, visit www.net-evidence.com

 The right information, right now.

Highlight: A detailed view

For a single circuit, users can zoom in to see detailed traffic and health information for any day, week or month. Reports are vivid and easily understood, thanks to clear graphics and consistent colour coding. Highlight can present the details in different time zones, and can be set to ignore traffic or events outside working hours, or scheduled maintenance windows.

Country & Timezone adjusted

The screenshot displays the 'Detail view' for a circuit. At the top, there are navigation tabs: 'Network view', 'Detail view', 'Sales tools', and 'Admin'. Below these are utility buttons: 'CHANGE DETAILS', 'ADD TO MY FAVOURITES', 'LOCATION HISTORY', and 'TECHNICAL DETAILS'. The main header shows the user is logged in as 'Concentrated Solutions Ltd - Pendle...' in 'United Kingdom (GMT +0:00)'. The circuit is identified as 'Link Traffic & Health on Circuit DED03137-3 : 1 Mb Access'. The 'View by:' section allows selection of 'Day', 'Week', or 'Month', with 'Week' currently selected. A date range is shown from '31 Oct' to '06 Feb', with 'Week beginning 30 Jan 05'. The 'Traffic Load (%)' section features two 3D bar charts: 'Volume OUT : 7,535 MB' and 'Volume IN : 6,945 MB'. Below these are 'Traffic Trend' bar charts for '24 Hour' activity. The 'Line Health' section shows 'January Availability: 100.00%' and a series of charts for 'Discards', 'Queue Delay', 'Line Errors', and 'Availability' across the days of the week.

Select any Day, Week or Month

Data flows for the selected Day, Week or Month in clear colour coded graphics

3 and 18 month summaries show 24hr and business hours activity

Availability Summary shows SLA adherence

Health Detail and summary:

- discarded packets
- queued / delayed packets
- bad packets received (CRCs etc)
- link outages

Click for a detailed list of outages

Information is also available in statistical form with a single click

| | From Customer TRAFFIC OUT Mbps (% LOAD) | | | | To Customer TRAFFIC IN Mbps (% LOAD) | | | | Avail |
|-----------------------|--|-----------|-----------|-------------|---|-----------|-----------|-------------|--------|
| | Volume | Avg | 95th% | Max | Volume | Avg | 95th% | Max | |
| Selected Week | | | | | | | | | |
| 02 Oct | 5.33 GB | 0.00 (0%) | 0.00 (0%) | 2.00 (100%) | 5.69 GB | 0.00 (0%) | 0.00 (0%) | 2.00 (100%) | 100.00 |
| Previous Weeks | | | | | | | | | |
| 25 Sep | 4.19 GB | 0.00 (0%) | 0.00 (0%) | 2.00 (100%) | 3 GB | 0.00 (0%) | 0.00 (0%) | 2.00 (100%) | 100.00 |
| 18 Sep | 2 GB | 0.00 (0%) | 0.00 (0%) | 2.00 (100%) | 1.57 GB | 0.00 (0%) | 0.00 (0%) | 1.81 (90%) | 100.00 |
| 11 Sep | 4.10 GB | 0.00 (0%) | 0.00 (0%) | 2.00 (100%) | 5 GB | 0.00 (0%) | 0.00 (0%) | 2.00 (100%) | 100.00 |
| 04 Sep | 4.73 GB | 0.00 (0%) | 0.00 (0%) | 2.00 (100%) | 3.65 GB | 0.00 (0%) | 0.00 (0%) | 1.56 (78%) | 100.00 |
| 28 Aug | 3.79 GB | 0.00 (0%) | 0.00 (0%) | 1.65 (83%) | 5.53 GB | 0.00 (0%) | 0.00 (0%) | 2.00 (100%) | 100.00 |
| 21 Aug | 3.83 GB | 0.00 (0%) | 0.00 (0%) | 2.00 (100%) | 5.22 GB | 0.00 (0%) | 0.00 (0%) | 2.00 (100%) | 100.00 |