

# Service assurance

Quality and performance across the entire network



**Atos**

The real measure of customer experience is whether a product or service works and neither consumer nor business customers care how or why a service isn't working. Service assurance is responsible for the integrity, performance and quality of the customer connection regardless of device or method of access. To continuously deliver reliable services, operators must take into account physical as well as virtual configurations, applications and devices regardless of user or location.

An umbrella service assurance solution integrates new and existing infrastructure reporting, rationalizes alarms, correlates the root cause of problems, and determines impact of faults and failures. Configurable rules and a comprehensive interface library accelerate deployment while reducing risk.

Complex services require correlation and analysis of multiple assurance elements. Operators cannot ensure service reliability across physical and virtual network assets, bandwidth and capacity without a view of utilization, performance and quality derived from all affected infrastructure, applications and customers.

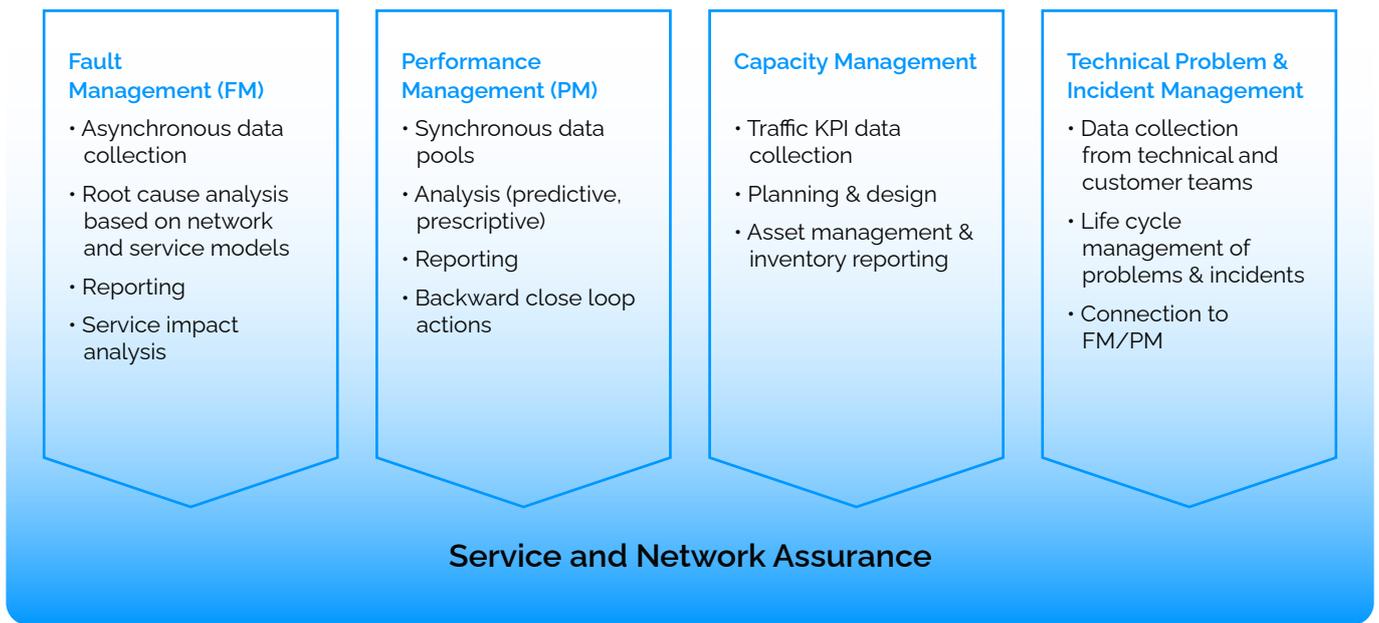


Figure 1: Atos Service and Network Assurance

## Betting the business on service quality

Companies need connectivity. Much of today's business is conducted online, which means that businesses of every size rely on the continuous availability and reliable performance of network services. Managing those services, however, is the business of the operator. At Orange Business Services, managing service quality for business customers was becoming a challenge.

Orange Business Services (OBS) is a global communications services provider with operations in 220 countries. To help its clients operate more efficiently, the OBS network must deliver the highest level of availability and performance. To meet these demands, OBS partnered

with Atos to deliver an end-to-end service assurance solution for diverse business services across multi-vendor heterogeneous networks.

Atos has been managing OBS multi-vendor network resources since 1993 and as the demand for business services increases, so too does the need for more sophisticated performance and quality monitoring. The OpenStat solution — an open source-based reporting solution — is used to correlate service quality and performance data. Resultant dashboards and reporting are available to both OBS network managers and customer portals to validate and enforce performance and service-level agreements.

### Atos Service Assurance for OBS

- End-to-end service assurance
- Open, flexible, scalable high-performance architecture
- 500,000 routers/switches and more than 100 critical alarms being managed
- Multi-vendor event data collection and correlation
- Extensive library of OSS/BSS and element interfaces



Atos works with each operator and its unique management and orchestration strategy to implement service assurance that is multi-domain, multi-technology and vendor agnostic. The Atos umbrella service assurance solution continuously monitors fault, configuration, transaction, security and performance parameters to determine end-to-end infrastructure and service metrics, and distribute metrics and reports to dashboards and customer portals.

Atos delivers service and network assurance solutions for multi-vendor networks that deliver fault, performance, capacity and incident management across a wide variety of multi-vendor networks. Using a library of network element, element management and OSS interfaces; Atos service assurance solutions capture network and service events, correlates events to determine root cause, analyzes impact and reports findings.

The Atos OpenNMS platform is an enterprise-grade, integrated open source platform for building network monitoring solutions in a production environment. The platform supports industry-standard network management protocols, agents and a programmable provisioning system. By normalizing device and vendor-specific messages and protocol-specific performance measurements, Atos provides operators with a consistent view of network quality and performance across network and service elements.

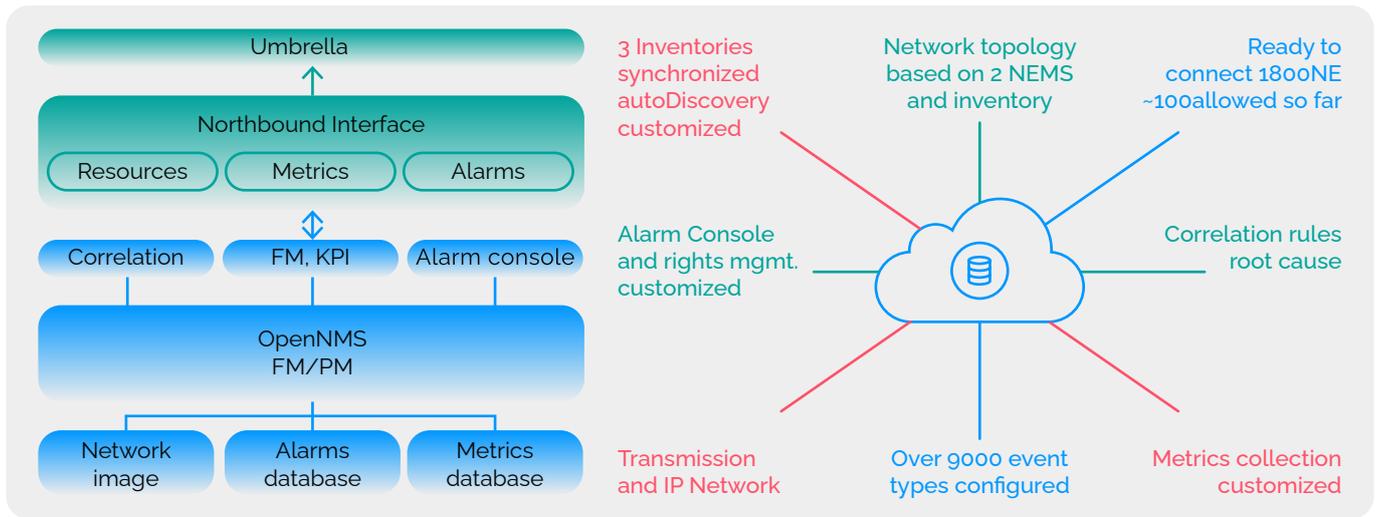


Figure 2: Atos umbrella service assurance solution for Orange Business Services

Using open, agile and proven software development and integration processes; Atos OSS transformation delivers a significant reduction in capex and opex by industrializing end-to-end network and service management with a team of more than 8,000 experienced telecom software architects, designers and developers.

**Partnerships**

**Over 40 major OSS transformation projects in five years**



**Agility**

Migrate toward a cloud-native architecture



**Flexibility**

Access multi-domain & multi-technology support



**Future readiness**

Protect legacy investments while preparing for the future



**Openness & transparency**

Leverage TM Forum Open APIs as well as 3GPP & ETSI standards

# About Atos

Atos is a global leader in digital transformation with 107,000 employees and annual revenue of over € 11 billion.

European number one in cybersecurity, cloud and high performance computing, the Group provides tailored end-to-end solutions for all industries in 71 countries. A pioneer in decarbonization services and products, Atos is committed to a secure and decarbonized digital for its clients. Atos is a SE (Societas Europaea), listed on Euronext Paris and included in the CAC 40 ESG and Next 20 Paris Stock indexes.

The purpose of Atos is to help design the future of the information space. Its expertise and services support the development of knowledge, education and research in a multicultural approach and contribute to the development of scientific and technological excellence. Across the world, the Group enables its customers and employees, and members of societies at large to live, work and develop sustainably, in a safe and secure information space.

[Find out more about us](#)  
[atos.net](#)  
[atos.net/career](#)

Let's start a discussion together



Atos, the Atos logo, Atos|Syntel and Unify are registered trademarks of the Atos group. February 2022 © Copyright 2022. Atos S.E. Confidential information owned by Atos, to be used by the recipient only. This document, or any part of it, may not be reproduced, copied, circulated and/or distributed nor quoted without prior written approval from Atos.