net PLUS®

Telecommunications Management System
Control Your Next Generation Network

From individual locations to campus and multi-site deployments, one seamless telemanagement system gives you total control over your telecom infrastructure, supporting both legacy TDM and VoIP switches on your network as you migrate to VoIP

From legacy telecommunications to VoIP –
Manage the entire network with a single, unified, real-time view

Organizations with an enterprise telecom network, such as military bases, government environments and commercial campuses, are tasked with improving electronic communications while controlling labor and costs. This is especially critical as they move to next generation networks, such as VoIP services, and need to manage converged telecom networks.

Forward-looking organizations are turning to NetPlus® from Ventraq (formerly ACE*COMM®). This single, integrated telecom management system automates network operations and management functions across legacy and VoIP switches. It performs billing, asset management, cost management, order processing, automated provisioning, and connectivity management tasks. As a result enterprises can install NetPlus with existing, legacy switches and remain fully functional while migrating to VoIP.

Enterprise customers can now gain control over:

- Charge-back Billing (monthly recurring and usage-based billing)
- Vendor Invoice Verification
- Inventory/IT Assets

- Cable Plant
- Service Activation (tracks service requests and activation)
- Work Orders/Trouble Tickets

NetPlus has been specifically designed for enterprise-level converged networks and can be quickly deployed to provide an integrated view across legacy telecom and VoIP networks. The software adheres to the FCAPS framework allowing for efficient and secure network management.

Only NetPlus Telecom Management System delivers:

- **Unified management:** Seamless integration across TDM and VoIP networks
- **Better control:** Provisioning, synchronization and administration of telecom infrastructure from a centralized web portal
- **Reduced cost and time:** Fully automated workflow and self-care web portal
- **High security and reliability:** Supports PKI/CAC Authentication and FCAPS architecture
- **Leveraged investment:** Highly scalable to grow with your needs

JITC Approved Product (APL)

Modular and platform-independent— for any and all networks
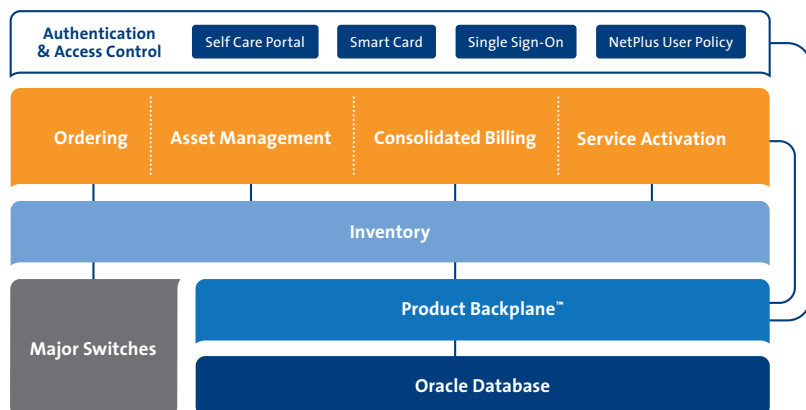
What you need, how you need it.
NetPlus provides an enterprise-level view of your communications and data systems. It improves information flow inside and outside of the organization and allows for more efficient operations by automating service administration, tracking network connections, detecting system errors and malfunctions, controlling network inventory assignments and configuration, monitoring traffic, and performing billing functions – all within a secure network environment.

Modular, yet completely integrated design. NetPlus allows for either individual modules to operate as standalone systems, or the installation of a user-selected set of modules that satisfies multiple functional requirements. Tasks

can be easily automated, such as inventory control based on subscriber line assignment, and automatic trouble-ticket generation based on collected network alarms and subscriber-line trouble-ticket pattern recognition.

Product Backplane™—the heart of NetPlus. The Product Backplane is comprised of utilities, database objects, application programming interfaces (APIs), and associated tools that are shared by all NetPlus modules – in addition to a shared Oracle® database, distributed processing capabilities and a web browser-based GUI. This cost-effective approach allows you to choose only the modules you need and easily add modules or functionality as your network and needs grow.

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Authentication & Access Control	Self Care Portal	Smart Card	Single Sign-On	NetPlus User Policy

Ordering	Asset Management	Consolidated Billing	Service Activation

Inventory

Major Switches	Product Backplane™
	Oracle Database

One platform, multiple benefits

Do more with less.

With its modular architecture and highly customizable design, NetPlus brings a new level of usability to communications network management. Everything is interconnected through the single-image database, assuring smooth workflow and data accuracy.

Its advanced modules and applications elevate NetPlus beyond mere telemanagement. Our customers use NetPlus for cost management, advanced and automated vendor invoice management and reconciliation, and Service Level Agreement (SLA) management, as well as automated switch and service provisioning. You can easily integrate and administer your entire network and communications infrastructure through NetPlus.

NetPlus performance highlights:

- **Relational database** offering a single source of data from any and all switches providing a consistent, reliable data source. Now you can:
  - View an inventory status in a single view, not separate formats that require tedious standardization
  - Gain a single image view across multiple switches geographically and by switch/vendor type
  - Conduct automated synchronization across all networks
  - Drive down labor costs and improve service delivery with a single data entry point

Browser-based user interface eliminates the need for time-consuming client installation and upgrades; links, quick-click drill downs, and user-defined fields fit your needs precisely

- Conduct queries among all fields:
  - Long holding time
  - Fraud reports (long calls)
  - Which organizations or groups are over budget
  - Work flow trouble reports
  - Which work orders are due
  - Trouble tickets opened longer than a day

- **Automated Switch/Server Interface (ASI)** is a provisioning function allowing requests to be managed without a switch technician; requests are entered by customer service representatives, order clerks or the end user through a web browser; ASI also compares device configuration with Switch/Server Discrepancy Reports to highlight any inconsistencies which are easily addressed through the NetPlus database.

- **Workflow engine** that lets you define internal and external process flows and routing rules; go paperless and improve accuracy and visibility as requests are entered only once and then routed electronically for approval and execution.

- **Accounts and billing management** so you can track and monitor account charges and credits, as well as managing billing and subscriber data; NetPlus provides multiple customizable bill formats based on numerous account variables (e.g., account name, number, level, telephone number and circuit number).

- **Ad hoc reporting with Crystal Reports®** for quickly generated, on demand analytics, in addition to the over 100 reports provided by NetPlus; benefit from additional cost savings if you have your own license for Crystal Reports.

- **Vendor invoice processing** to automate processing and validation of invoices against asset inventory and proper allocation of each line item and usage against the proper account. Charges for items not found in the inventory are identified for dispute with the vendor and NetPlus provides a tracking mechanism for resolution.

- **SLA engine** to define, monitor and enforce specific models and policies for service levels between your enterprise, your telecommunications service providers and your customers.

Introducing NetPlus® NITRO: Taking NetPlus to the extreme

Extending the highly-successful NetPlus product line to meet today's telecommunications challenges

NetPlus NITRO provides better control and visibility of today's enterprise telecommunications infrastructure. NITRO will help your organization realize savings much faster than ever before – from the reduction in time it takes to deploy VoIP service to improvements in the control of mobile devices.

- **VoIP Transition Tool –** NITRO provides the means to rapidly transition your workforce from legacy switches to VoIP. Automate the capture of existing phone configurations and let NITRO provision the new phones.

- **NetPlus Mobility –** NITRO provides a comprehensive solution for managing your mobile assets. Gain control of your mobile assets, by understanding what devices and plans you have and how much you are actually spending. Web-based user registration enables rapid inventory validation to supplement NITRO's invoice-based analysis of inventory.

   Process orders electronically eliminating paper. Identify overcharges and provide dispute tracking and resolution. NITRO provides Mobility Managers the ability to track mobile spend rates by vendor and contract.

- **SmartMAP –** NetPlus NITRO provides a single solution to access local and remote network elements eliminating truck-rolls while improving response times and service restoration times. NITRO provides the ability to save command masks for re-use providing significant labor savings and reducing data entry errors.

- **Consolidated Billing –** NetPlus NITRO solves the hassle of stare and compare over piles of invoices. Automatically input vendor invoices and let NITRO analyze the data and find the overcharges to dispute. Then present a single, correct bill to your user and authorize payment.

- **WorkFLOW –** Capture your complex ordering processes and rules while going Green and eliminating paper. User configurable interface provides a dynamic tool for handling process changes. Eliminates duplicate data entry by capturing the data once, and enables rapid review of funding and engineering attachments.

The Ventraq Advantage

Ventraq – formed by the merger of industry leaders ACE*COMM®, TeleSciences®, and 10e Solutions – delivers performance enhancing solutions for the U.S. Department of Defense, large commercial enterprises and communication service providers around the world based on innovative network infrastructure management, event data management, analytics, and insight into customer and event data.

With Ventraq's industry-leading ability to transport, manage and analyze vast, complex volumes of event and event-related data, our customers can truly optimize the performance of their telecom networks.

+1 301 721 3000
www.netplustms.com