



Alarm & Performance Metric Reporting

STEPAR, the Statistical Trend Evaluation and Performance Analysis Reporting facility, enables telecommunications and voice network professionals to quickly and easily produce the comprehensive, strategic, operational, and performance reports critical to ensuring optimum voice network operations and ongoing voice service levels throughout the voice network infrastructure.

Pinpoint Global Trends & Granular Issues

STEPAR reports provide the critical statistical data necessary to rapidly pinpoint key operational and performance issues including:

- ◆ Mean Time to Repair
- ◆ Chronic Problems or Outages
- ◆ Capacity Bottlenecks
- ◆ Operational / Maintenance Hot Spots
- ◆ Service Level Compliance Issues

Through STEPAR customizable reports, users can track critical operational and performance data at both the global level and the most granular device, user, or element based level, allowing users to better differentiate between isolated incidents or global issues.

STEPAR generates reports of all ReliaTel managed device and alarm activity based on customizable thresholds and business rules that ensure the report content is useful and meaningful.

Web-Based Report Generation

STEPAR is easily accessed through any standard web browser, and authorized users simply point and click to initiate report generation.



Report generation can be scheduled and automated, with optional automated delivery to specific e-mail destinations or printers.

KEY Features:

- ◆ Pre-configured reports summarize monitored system and device performance and activity.
- ◆ Convenient web interface provides report access through any standard web browser.
- ◆ Wide variety of available reports & parameters including daily, weekly, executive and geographically oriented reports.
- ◆ Report generation easily customized for specific devices, timeframes, and metrics.
- ◆ Multiple report formats including .PDF, Excel, and CSV for import to other applications

KEY Reports & Charts:

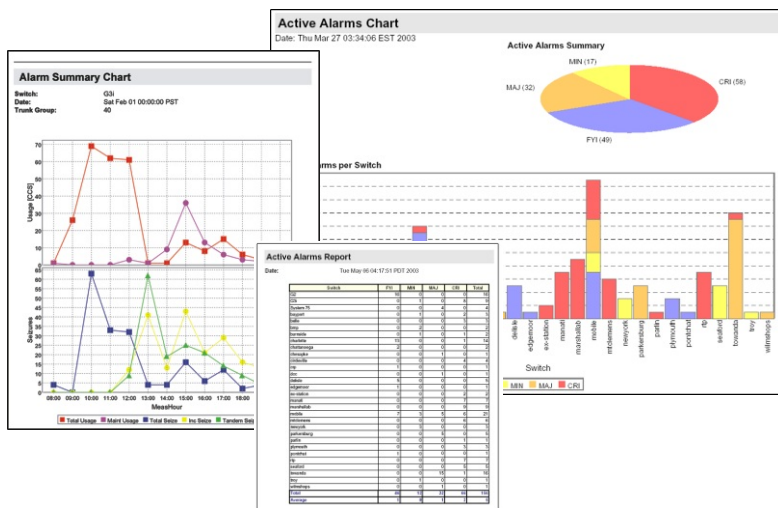
- ◆ Detailed Alarm Report by Center / Entity.
- ◆ Detailed Alarm Report for All Entities and Centers in the System
- ◆ Alarm Summary Report by Center
- ◆ Time to Respond Report
- ◆ Time to Resolve Report
- ◆ Minor, Major, and Critical Alarms per Site Chart
- ◆ Specific Site Alarm Totals Chart
- ◆ Alarm Totals for All Sites by Severity
- ◆ Major and Minor Weekly Alarm Totals Chart, Grouped by Weeks
- ◆ Performance Monitor Values Report
- ◆ Performance Monitor Values Chart
- ◆ 24 hour 5ESS Performance Summary
- ◆ Management Report of Overall 5ESS Switch Performance
- ◆ Daily Report of 5ESS Switch Performance
- ◆ Weekly Summary and Averages of Daily 5ESS Performance



Fully Automated Report Generation & Delivery

The ReliaTel STEPAP report generation facility extracts, sorts, and correlates ReliaTel historical log data for the user-specified ReliaTel device(s) within the user-requested date range. STEPAP then uses this segment of ReliaTel log data to create a variety of detailed reports and graphical charts depicting device activity, statistics, and performance trends.

STEPAP uses pre-defined report formats to create a wide variety of Alarm and Performance Reports most commonly requested by users. Reports generated are delivered in a variety of formats including Adobe .PDF, Microsoft Excel, or CSV (comma separated value) for import into other applications. Reports can be presented for immediate viewing, sent via e-mail to any e-mail address(es), or sent to print at any available network printer.



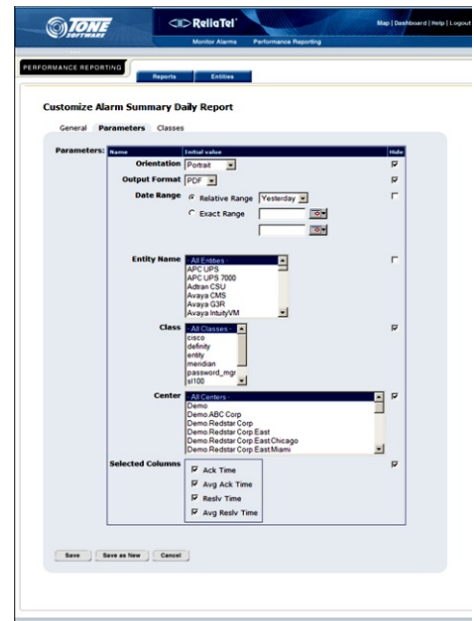
Graphical & Text Based Report Options

STEPAP reports are designed to provide the requested information in the most convenient, easy to use format. Several STEPAP reports provide a graphical representation of the report information, in the form of pie charts or bar graphs, to allow data to be more easily compared and analyzed.

Fully Customizable Report Content & Format

A wide variety of convenient, pre-defined STEPAP report formats are provided, however, all reports can be easily customized through the report customization options available with each specific report type. The STEPAP customization parameters enable users to choose the exact content and layout most relevant to their needs.

Customized report formats can then be saved for subsequent use by only the originating user, or for subsequent use by all users. Installation-specific reports not included in the standard STEPAP report suite can be designed and created by TONE's professional services team to meet site-specific reporting needs.



Request the STEPAP Reporting Facility for ReliaTel Today!
For more information, visit www.reliatel.com or www.tonesoft.com



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