

PRODUCT BRIEF

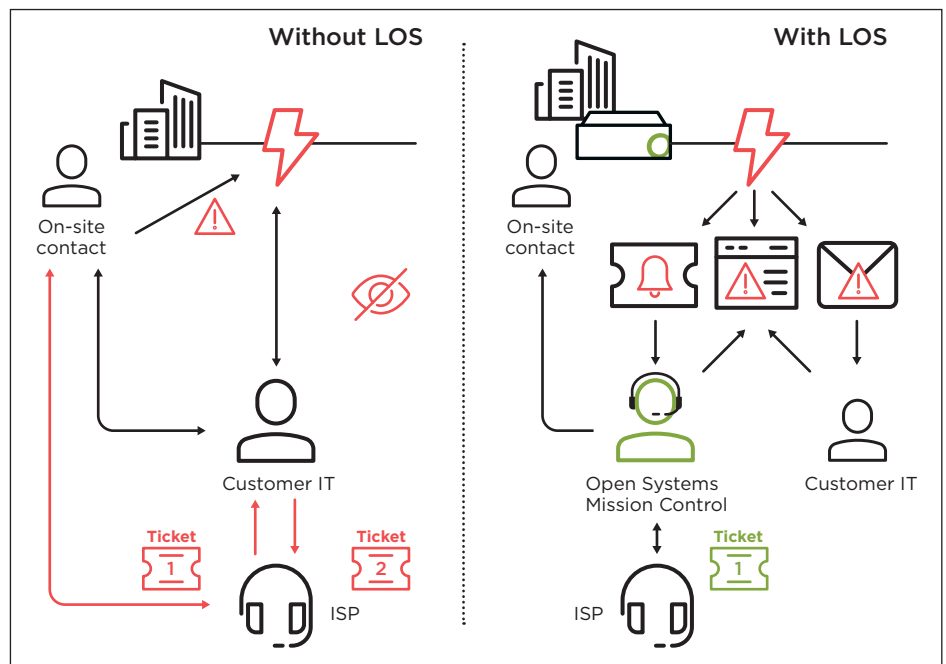
Ensure smooth operations of all your access lines

Let Open Systems take over the burden of connectivity operations

For all Open System customers a 24x7 Line Operations Service (LOS) is offered which ensures reliable monitoring of access lines, triage and notifications of connectivity incidents and allows real-time visibility on current bandwidth usage and analytics on the Open Systems customer portal.

For certified access line providers, our engineers immediately act on ISP outages or problems. First, the on-site situation is clarified with your local contacts. Then, we contact the ISP, open a ticket with them and track the issue until it is solved. Even for more complex connectivity problems, we support you by collecting all relevant information and providing suggestions how to proceed with the ISP.

Line Operations Service Process



Connectivity operations handled by the customer or with the Line Operations Service from Open System



Enjoy a single point of contact

Dispense with the complexity of operating connectivity across regions. We ensure smooth operations of your access lines 24x7.



Continuous monitoring and alerting

Benefit from continuous monitoring, incident alerting and real-time visibility of all your access lines.



Maintain flexibility without increased complexity

Get all the flexibility of SD-WAN without taking on management overhead that reduces your agility.

Line Operations Service Options

Included in Basic and Certified:

- **Monitoring:** Visibility of all access lines in the Open Systems Customer Portal.
- **Triage and notification:** Logging of any event that causes an outage of the enduser service, and customer notification about it.
- **Bandwidth analytics:** Statistics in the Customer Portal showing how much bandwidth is being consumed and predicting saturated lines.

Liability and responsibility for the access service remains with the customer. Recommendations for access lines apply.

Included in Certified only:

- **ISP notifications:** After being informed by ISPs, Open Systems notifies customers about any upcoming ISP maintenance or planned ISP downtime.
- **Local ISP check:** First verification of ISP equipment with local customer contact.
- **ISP ticket handling:** Opening and tracking of tickets at ISP for specific issues.
- **Troubleshooting:**
 - **Outage:** Tracking of ISP outages until resolution
 - **Performance issues:** Tracking of ISP-related issues, suggestions for improvements and sharing of information. The customer is accountable and responsible for solving the issue.
- **Bandwidth analytics:** On request, Open Systems engineers conduct measurements of the upload and download bandwidth on VPN connected internet links.

Line Operations Service	Monitoring	Triage and notification	ISP Notification	Local ISP check	Troubleshooting and tracking	Bandwidth analytics
Basic	•	•	—	—	—	•
Certified	•	•	•	•	•	•

Line Operations Service options overview

To qualify as a provider for the certified Line Operations Service, the following conditions apply:

- **Provider NOC** (network operations center) needs to speak **English** and support at least email ticketing
- **Services** ordered are **DIA** (premium business-grade dedicated internet, no overbooking) **or MPLS** according to site types I to IV
- Provider is known to have a **good network** (delay, jitter, packet loss etc.) and **solid peering agreements**
- Open Systems needs to have **all necessary information** (contacts, email, NOC, escalation process etc.)

Open Systems is a leading global provider of a secure SD-WAN that enables enterprises to grow without compromise. With assured security, AI-assisted automation and expert management that free valuable IT resources, Open Systems delivers the visibility, flexibility and control you really want with the performance, simplicity and security you absolutely need in your network.