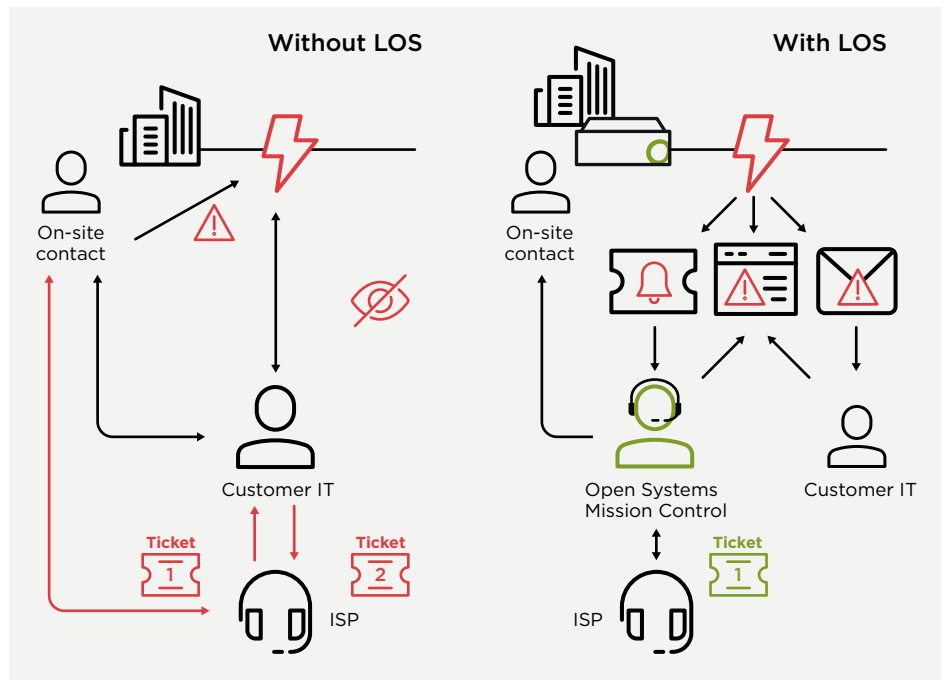open systems

LINE OPERATIONS **SERVICE**

Ensure smooth operations of all your access lines

Let Open Systems take over the burden of connectivity operations

Open Systems customers can benefit from a 24x7 Line Operations Service (LOS) which ensures reliable monitoring of access lines, triage and notifications of connectivity incidents, and allows real-time visibility of access line metrics in the customer portal.

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 on how to proceed with the ISP.

Line Operations Service Process

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

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 Features

- **Monitoring**: Visibility of all access lines in the customer portal.

- **Notification**: Logging of any event that causes an outage of the end-user service, and customer notification about it.

- **Bandwidth analytics**: Statistics in the customer portal showing how much bandwidth is being consumed.

- **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 affecting operational performance and sharing of information. The customer is accountable and responsible for solving the issue.

- Providing performance measurements according to the standardized tooling of Mission Control where applicable.

> " **Liability and responsibility for the access service remains with the customer.** "

Line Operations Service is part of Last-Mile Connectivity service by default.

However, customers can leverage Line Operations Service without Last-Mile Connectivity if the ISP lines follow these requirements:

- ISP line has an SLA (a target SLA is not valid).

- Ordered services are DIA (premium business-grade dedicated internet, no overbooking) with static IP or MPLS with static IP.

- ISP's NOC (network operations center) can speak English.

- ISP's NOC supports at least email ticketing.

- ISP includes Open Systems as a user of their online portal. If this is not possible, ISP's NOC should at least be reachable by email and direct phone.

- ISP's NOC has a clear escalation process.

Note: Liability and responsibility for the access remains with the customer.

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