

Eclipse Alarm Management System

Pro-active maintenance for your vital communications system

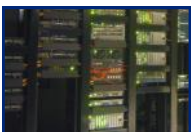
Minimise Downtime - Maximise User Satisfaction - Reduce Business Risk



Communications systems are a vital business tool that need to be working and fully available all the time. What would it cost in terms of lost business if a system stopped working, even for a short time? What would be the effect on company image and customer satisfaction? Clearly anything you can do to reduce the likelihood of this occurring has to be a sound business investment.

The Eclipse Alarm Management System (AMS) is a pro-active maintenance service that will monitor the health of communications systems day and night, all year round. It will raise an alarm if a problem starts to occur. Armed with this information you can remotely access the system and minimise the effect.

AMS simplifies the management of remotely located multi-vendor equipment.



AMS automatically detects filters and reports real alarm data providing an in-depth operational view of voice and data network device status. This enables centralised management of large or small mixed networks using non-specialist staff.



Very often you will be able to clear an issue before your users or customers have noticed it. Should it be necessary to visit site you can schedule an engineer to arrive with the necessary replacement spares at the earliest possible opportunity.



Using Eclipse AMS to provide pro-active maintenance will reduce your business risk and give you additional peace of mind.

*Detect and
filter alarms*

*Pro-actively
clear faults*

*For peace
of mind*





Eclipse AMS - the complete solution for the management of large or small multi-vendor networks.

Saving Time and Cost

By eliminating the need to manually collect and document alarms AMS removes a time consuming and non-productive stage in the alarm handling process, allowing a significant reduction in operating cost. Skilled personnel can be focused on more complex tasks such as analysing and clearing real faults. The AMS SQL database provides a continuously updated overview of the status and performance of the system, thereby helping you to deliver the highest level of service.

Alarm Display

New alarms can be set to generate an on-screen pop up alert and an audible signal. Alarm data can be filtered for reportable events, data can be translated and predetermined actions taken. The appropriate response can be configured differently for each alarm at each site. Up to 100 lines of text can be added as a clearance report. AMS supports multiple workstations so that a number of users can manage the system in a highly efficient manner.

Simple to Use and Configure

The simple to use Windows interface allows users to quickly and easily configure Eclipse AMS for any number of remote sites. Non-technical personnel can add sites, group and link sites, configure alarms, assign engineers to rotas and draw a network schematic with minimum training. Administrators can assign user rights via a username/password system.

Alarm Audit Trail

AMS keeps a full history of alarms including who acknowledged and cleared them together with the clearance report. This audit trail includes any engineer callout information and can be sorted by any of the fields and used to produce management reports.

Operational Status at a Glance

Operational status of sites can be viewed on-screen in a number of different user selectable views. Status can be viewed by site, on a schematic diagram or in a list format according to individual user preference. In each case alarms are colour coded to show if they are new, pending, or have been cleared. Sites can be grouped by customer, contract or location; each group icon will reflect the status of the highest priority alarm in its group. Any number of groups can be configured.

Sorting and Reporting

Alarms can be sorted on-screen by any of the database fields in any order. A number of shortcut buttons can be configured to instantly sort alarms around preset criteria, e.g. critical alarms for site X for the last 24 hours. The powerful sorting feature enables a number of reports to be produced; these can be displayed on-screen or printed. The system is able to produce alarm dockets that can be distributed to field engineering staff.

Alarm Re-broadcast

Selected alarm messages can be automatically (or manually) rebroadcast via e-mail or SMS to relevant personnel. This facility presents users with alarm information without the need to actively monitor the Eclipse AMS application. Users are able to initiate remote sessions with equipment using IP or PSTN connectivity by simply clicking on a site icon.

Integration with Corporate Systems

AMS can be used as a front-end collection and filtering system for SNMP alarm management applications. Alarms can be captured, acknowledged, filtered and converted to an SNMP trap for onward transmission and SNMP Get commands can be used to synchronise the databases.

