

Amdocs Helix Service Quality Management (SQM)



- **Service-oriented visualization:** a centralized portal for all service quality issues, displaying information of customers, services and network
- **Pre-defined & ad hoc reports:** offers valuable insights into service quality performance and facilitates data-driven decision-making
- **Access from anywhere:** web-based solution, enabling efficient monitoring and management of service quality from any location

Communication service providers (CSPs) face multiple challenges that impact their ability to deliver exceptional customer experiences. These range from meeting service level agreements and managing key performance indicators to handling alert management and reducing both OPEX and CAPEX. And while ensuring network performance is key, this alone won't guarantee all aspects of service quality or optimal delivery to customers across the various business functions.

Amdocs Helix SQM is the comprehensive answer to these complex needs. It examines all facets of service quality and consolidates them into a single, unified platform. Features include:

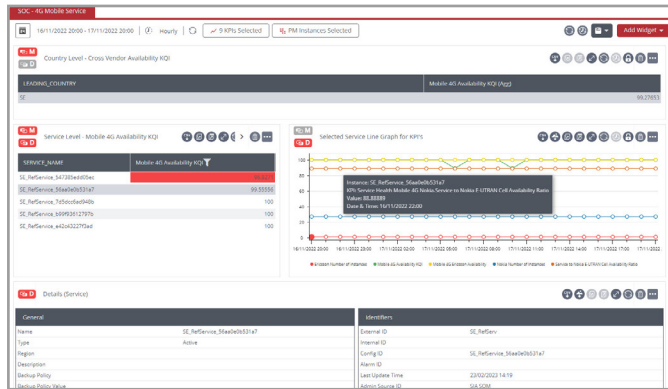
- **Centralized User Interface (Sentinel):** a centralized hub for monitoring & managing service quality across the entire network infrastructure
- **Customer care linkage with operations management:** seamlessly integrates customer care and operation management, ensuring proactive resolution of service issues and a seamless customer experience

Amdocs Helix SQM workflow: From raw data to service-based information

The Amdocs Helix SQM workflow seamlessly converts raw data into valuable service insights, ensuring comprehensive service quality monitoring and management.

Capabilities include:

- **Collection & manipulation:** protocol connectivity, SNMP MIB wizards, multiple frequencies, security
- **Normalization & aggregation:** parsing, translation, validation, data enrichment, hierarchical aggregation, formatting, KPI/KQI generation, time aggregation, multiple functions
- **Threshold definitions:** constant/gap/statistical comparisons, relaxation methods, alarm creation
- **Alarm management:** real-time alarm surveillance and fault management client
- **Impact analysis:** determines affected services and customers using real-time correlation between faults and service topology



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Key features

As an integral part of the Amdocs Helix Service Assurance Suite, Amdocs Helix SQM combines product line capabilities to provide a robust platform for monitoring and detecting service-level degradations. Its innovative tools enable a customer-centric approach that shifts the focus from product delivery and network performance to the quality of consumption. Its key features include:

- **Service Impact:** assesses impact on services and customers of network alarms, probe information, KQIs and threshold crossing alarms (TCAs)
- **KPIs/KQI generator:** service management engine for real-time processing and calculation of service-oriented KPIs and KQIs.
- **Traffic Guard:** near-real time monitoring of SLAs and threshold monitoring, as well as TCA generation.
- **Amdocs Helix Fault Management:** service alarm management
- **PM Reporter:** generates service-oriented reports

About Amdocs

Amdocs helps those who build the future to make it amazing. With our market-leading portfolio of software products and services, we unlock our customers' innovative potential, empowering them to provide next-generation communication and media experiences for both the individual end user and large enterprise customers. Our 31,000 employees around the globe are here to accelerate service providers' migration to the cloud, enable them to differentiate in the 5G era, and digitalize and automate their operations. Listed on the NASDAQ Global Select Market, Amdocs had revenue of \$4.58 billion in fiscal 2022.

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