

# Amdocs Helix Fault Management (FM)

**Streamline your network operations**



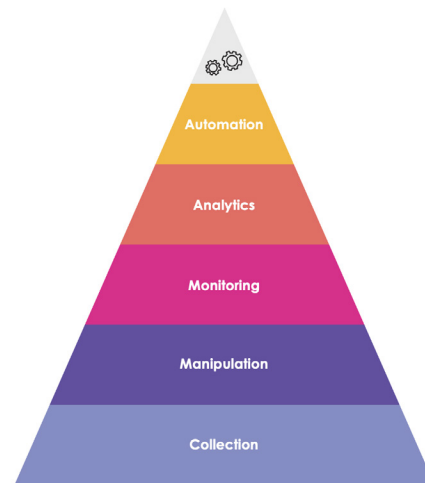
Communications service providers (CSPs) are being confronted with the ever-growing challenge of delivering exceptional quality of service (QoS), quality of experience (QoE) and customer satisfaction. This challenge is particularly pronounced within network and service operations centers (NOCs and SOCs), where teams face immense pressure to swiftly investigate, prioritize and resolve issues. In this demanding environment, the efficient management and resolution of network faults have emerged as critical factors, not only to guarantee high customer satisfaction but also to foster sustainable business growth.

Amdocs Helix FM is a centralized system for the management of faults and alarms in complex carrier networks. As part of Amdocs Helix Service Assurance Suite, the system provides deep network visibility and an array of advanced tools that help automate the fault resolution process. These capabilities empower teams to prevent network problems before they occur by acting upon alerts in real time and determining the root-cause of critical issues.

<b>Analytics-driven Insights</b>	<b>Streamlined NOC/SOC Processes</b>
<b>Fast Correlation &amp; Resolution</b>	<b>Fault Prediction &amp; Prevention</b>
<b>Closed-loop Automation</b>	<b>Highly Scalable &amp; Modular</b>

## From raw data to automated fault resolution

Amdocs Helix FM is an end-to-end solution for managing network events, providing comprehensive support throughout the entire fault management process, and simplifying the task of overseeing network health. This includes collecting event data, receiving alerts, creating trouble tickets, diagnosing and investigating network issues, analyzing network events, correlating faults and automating their resolution.



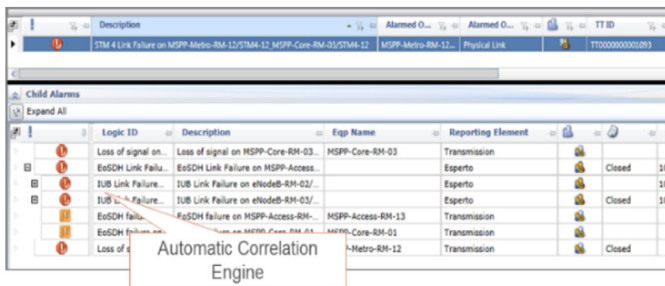
Amdocs' Helix FM's cloud-based architecture helps resolve the challenges of monitoring distributed networks, with continuous 24/7 availability and the decoupling of data collection and manipulation. The solution connects to the network through a scalable, bi-directional mediation tool. Within the solution are network data adaptors that collect and process large amounts of data in real-time, supporting all major technologies, protocols and equipment vendors. Meanwhile, its alarm flooding protection mechanism assures the ability to process alarms, even during massive spikes in activity.



## End-to-End alarm correlation

Amdocs Helix FM features powerful alarm correlation and RCA tools, which when combined, increase NOC/SOC efficiency and reduce time-to-repair by suppressing symptomatic alarms and detecting the root cause of issues. These tools include:

- Machine-learning root cause analysis
- Correlator expert system
- Patented correlator TRS (topology-based reasoning system)



## Automatic fault resolution

Amdocs Helix FM includes advanced diagnostic and investigation tools that provide operations teams with greater capacity to resolve alarms faster and close the loop with restorative actions. Rules can be created to automate alarm-related activities that are aligned with NOC/SOC related work processes, empowering users with a set of criteria and actions that can be triggered automatically. Examples include: send commands to the network elements, send notifications and escalations, change alarm display and color – and modify alarm content.

### FaultPro

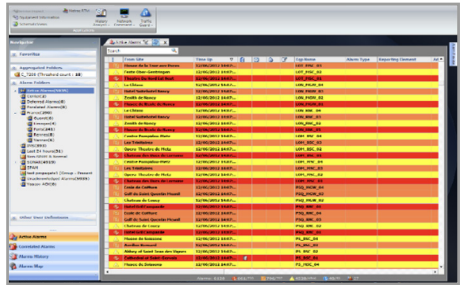
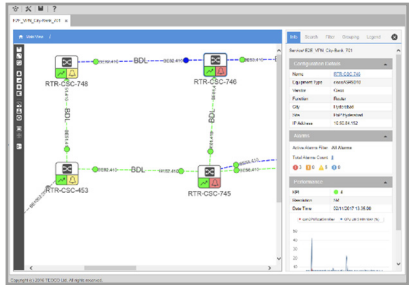
FaultPro is an automatic fault resolution tool that sends automated corrective actions to the network. The tool is configured to automatically isolate faults by querying network elements, identify the source of the problem and associate actions to alarms based on a set of flexible rules. It also supports closed-loop operational processes with automatic and semi-automatic fault correction capabilities.

## Standard APIs

Amdocs Helix FM uses standard APIs, leveraging the latest technologies, which enable fast integration with other OSS systems using two integration methodologies – Request/Reply and notification publication.

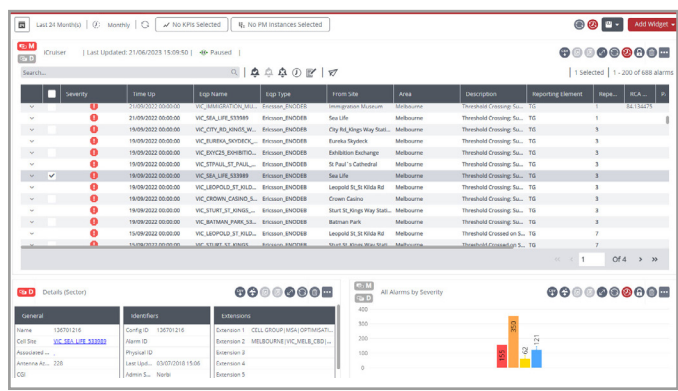
## Additional advanced fault monitoring tools

- **Sentinel:** a centralized user interface for accessing all modules, views and user actions across the Amdocs Helix platform. The intuitive interface includes customized widgets and drill down options to help NOC and SOC teams monitor the status of services, network resources, sites and customers.
- **Cruiser:** a diagnostic module that provides a customized view of alarms generated by network equipment and services and monitors performance thresholds.
- **Schematic views:** visually depicts the schematic representation of network elements and services, with an emphasis on abnormal events.
- **FM history analysis client:** an investigative tool for quickly retrieving and viewing alarm history based on selected criteria.
- **Service Impact:** a tool for assessing and predicting which services and customers have or will be impacted by existing issues or a planned operation – improving maintenance planning and customer satisfaction.
- **FM Reporter:** enables users to detect and investigate critical problems and developing trends, and take proactive actions before events escalate.



## Amdocs Helix FM

Amdocs Helix FM incorporates fault management capabilities enhanced by smart analytics, fast diagnostics, and automated resolution, enabling NOC and SOC teams to effectively manage faults, improve network performance and ensure uninterrupted operations. With smart analytics, it rapidly analyzes network data in real time, identifying potential faults, their root causes, and facilitating timely and precise remediation. Additionally, through fast diagnostics, it efficiently pinpoints and isolates issues, enabling rapid troubleshooting for fast resolution.



## 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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