



*the art of measurement*

***Service Level Agreement Conformance***



## ***Service Level Agreement Conformance***

- Optimise your network's bandwidth demands
- Ensure you receive the service you are paying for
- Break the blame game.

***Can you accurately predict your network's bandwidth requirements for the next three - five years?***

Service Level Agreements are complex, costly and are often the cause of protracted disputes. When I.T&T issues arise it is common to suspect the service provider. This is generally due to not having access to accurate information on LAN or WAN performance.

Likewise many service providers are not able, or are slow to provide, accurate information on critical parameters. A more obvious question being, are you getting the service you have paid for?

Commonly this escalates into a cycle of finger pointing. The symptoms faced are generally due to intermittent or degraded performance and are rarely as obvious as a network outage.

To further complicate the situation, specific applications are affected to varying degrees. Breaking the cycle is essential but difficult without accurate advice, which comes from experience and instrumentation suitable to the task.

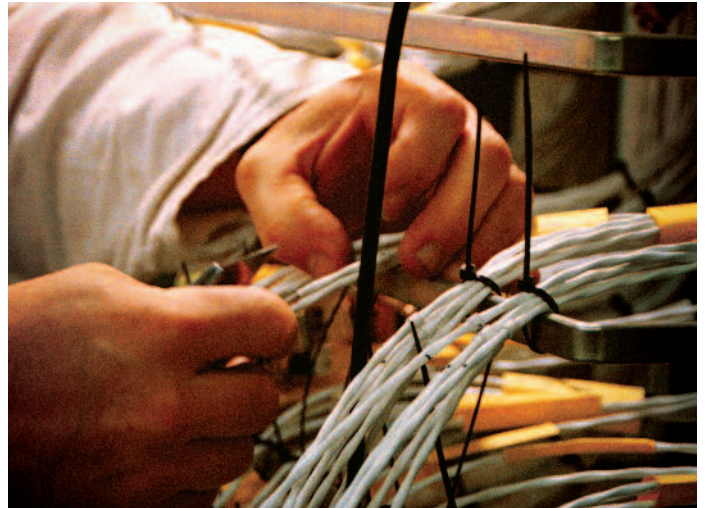
Celemetrix offers both the experience and equipment to establish a boundary to isolate network faults and configuration issues that affect application performance. This breaks the finger pointing cycle and allows prompt resolution of what would otherwise be a time consuming and disruptive exercise.

Celexmetrix's network professionals simplify complex SLA's and develop test plans to accurately verify the service provider's conformance to the agreement.

These parameters commonly include:

- Real-life traffic emulation with QoS enabled so that links can be stressed to provide performance metrics such as:
  - throughput and transactions per second
  - latency and frame loss statistics
  - application bandwidth guarantees and rate limiting
  - Validation of QoS configurations
- Industry accepted RFC\* 2544/2889 testing is a standardised and repeatable methodology for:
  - throughput
  - frame loss
  - latency
  - burstability

\*RFC is an accepted industry standard and is definitive in any SLA dispute
- Confirming the ability of the service provider to successfully relay network control protocols including:
  - routing rate and capacity
  - layer 2 loop prevention protocols
  - specific attributes such as BGP community strings
- Application performance:
  - VoIP - call rate and quality (MoS)
  - Video conferencing (IPTV)
  - Transactional volumes of specific applications e.g. Eftpos, SAP and Citrix.



### **The Celexmetrix Story**

*Celexmetrix's expertise and focus is the validation and analysis of network performance.*

*Celexmetrix's experience is gained from working in the total lifecycle of new and developing technologies.*

*Celexmetrix is integral from the very beginning in the proof of concept labs of the biggest names in the industry to ongoing support of the deployed technology.*

*Celexmetrix's network professionals are equipped with a range of instrumentation from industry recognised leaders in application emulation and Quality of Services conformance, instrumentation that companies simply could not justify ownership of.*



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