



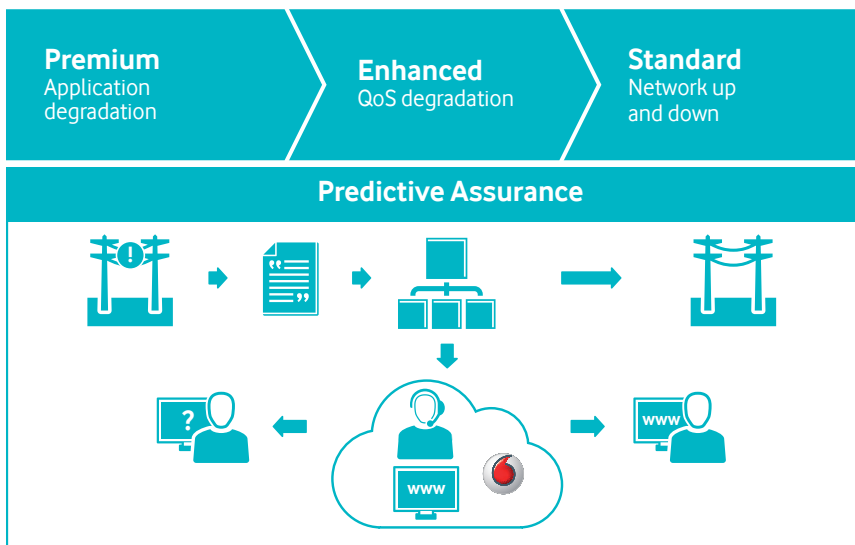
Vodafone IP-VPN Predictive Assurance

Intelligent proactive network monitoring to safeguard the quality of your IP-VPN service



Vodafone
Power to you

IP-VPN Predictive Assurance is an intelligent proactive network monitoring service that protects you against the risk of potential incidents. It saves you time and effort involved in monitoring, giving you the operational agility you need to be a ready business.



Vodafone IP-VPN Predictive Assurance offers standard continual network monitoring and optional enhanced safeguards against service degradation. It gives you the reassurance that the IP-VPN networks your business relies on will provide reliable, consistent quality of service.

If an event is identified that might impact IP-VPN performance, an investigation is triggered with our Global Support Centres within 15 minutes. These dedicated incident management and monitoring teams will then progress the investigation through to resolution, ensuring every potential risk to service is mitigated.

Whether you're taking services directly from Vodafone or managing networks for your customers, IP-VPN Predictive Assurance provides greater service assurance and business continuity.

IP-VPN Predictive Assurance safeguards network quality of service and reduces your management workload.

Key features and benefits

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| <p>Standard proactive monitoring</p> | <p>Included in your tariff, standard proactive monitoring supports optimal service globally. We proactively monitor for IP-VPN availability:</p> <ul style="list-style-type: none"> • the ability to send and receive packets over the circuit • where resilience is available, an alarm has been activated indicating a loss of resilience • the capacity of the circuit to ensure it can meet the agreed requirements • if your router equipment is unavailable or there is a bouncing interface, potentially leading to loss of connection. |
| <p>Enhanced proactive monitoring</p> | <p>Optional service for all or your most critical sites, safeguarding against degradation of service globally by monitoring:</p> <ul style="list-style-type: none"> • all standard proactive monitoring events • your routing equipment environment to ensure it's operating under normal circumstances • your router memory and CPU utilisation to ensure they are within agreed capacity • site-to-site IP-SLA performance to identify any degradation of Quality of Service. |
| <p>Automatic raising of tickets</p> | <p>Automatically raises an investigation within 15 minutes of an unavailability event being identified – without requiring your time or involvement.</p> |

Why Vodafone?

We continue to invest to deliver proactive, flexible and harmonised service experience across all markets, with 90% automation and self-service. Predictive Assurance is a key part of this.

We have over 3800 global service employees in a single Global Support centre, supporting networks around the clock. This is delivered through various Vodafone Network Operations Centres, utilising state of the art tools to give real-time status and alert data.

Our Predictive Assurance service is delivered as part of a superior service from Vodafone. This new enhanced proactive monitoring will automatically monitor business outcomes to better understand and pre-empt issues affecting businesses. Our overall aim is to give you more control of your network.

Through our suite of Predictive Assurance offerings, any potential degradation or unavailability of service event is identified and triggered automatically to our Global Support centres. Validation of the event and automated collation of supporting performance metrics is then carried out

to ensure a single root cause is identified and progressed within 15 minutes (15 minutes excludes automated buffering of performance metrics).

Both during and after the event, our dedicated problem management and quality analysis teams make sure any further preventative action is agreed and implemented. This helps resolve the fault and ensures any potential reoccurrence of risk is mitigated and discussed.

Next steps

For more information about how Vodafone IP-VPN Predictive Assurance safeguards the seamless, resilient network you need to run a ready business, please contact your Vodafone Account Manager.

Predictive Assurance offers proactive monitoring as standard with your Vodafone IP-VPN.