



NART-SLA MANAGEMENT

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Product Overview

In modern multi-vendor telecom ecosystems, precisely tracking Service Level Agreements (SLAs) is critical to retaining high-value enterprise accounts. However, operators lose millions of dollars annually due to inaccurate penalty calculations, lack of auditable outage histories, and the inability to automatically filter out planned maintenance windows or force majeure events from active customer breach metrics.

NART-SLA Management provides absolute transparency and mathematical precision over service delivery contracts. It continuously measures circuit, service, and fiber optic outage durations caused by live network alarms. It automatically cross-references outage events with scheduled maintenance registries, ensuring contractual compliance reporting is completely objective, accurate, and fair.

Key Features

Outage Duration Tracking

Measures service, circuit, and fiber outage durations caused by alarms for precise SLA time calculations

Planned Work Correlation

Matches outage events with planned maintenance windows and excludes eligible interruptions from SLA penalties

Accurate SLA Exclusion Logic

Identifies and categorizes outages based on maintenance, force majeure, or approved exceptions

Service & Circuit-Level SLA Calculation

Computes SLA compliance at service, customer, region, and circuit levels

Real-Time SLA Monitoring

Continuously evaluates service performance against defined thresholds to detect potential breaches before they occur

Threshold-Crossing Detection

Automatically identifies when metrics deviate from acceptable limits for prompt corrective action

Recommended Plug-ins

NART-SLA Management can be extended with the following plug-ins to deliver deeper intelligence, faster resolution, and greater automation



NART-Network Simulation Plug-in



NART-Root Cause Analysis (RCA) Plug-in



NART-Observability and Monitoring Plug-in



NART-Impact Analysis Plug-in



NART-Dynamic Reporting Plug-in



Technarts develops next-generation OSS solutions that automate, monitor, and optimize telecom networks. Since 2007, we have helped service providers achieve scalable operations and seamless multi-vendor integration through TM Forum-aligned modular platforms.



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TechNarts is a leading OSS provider with deep expertise in telecom software since 2007. We deliver modular, future-proof solutions for **Resource Management, Network Assurance and Network Fulfillment & Orchestration**. Our systems align with **TM Forum's ODA and Open APIs**, helping operators boost service reliability, optimize resources, and accelerate digital transformation.

References



OSS Vision & Value Proposition

As telecom networks grow more complex with 5G, IoT, and AI, traditional OSS environments struggle to keep pace. TechNarts transforms OSS into a **unified, intelligent, and automated** ecosystem that enables real-time visibility, operational agility, and zero-touch automation.

We deliver OSS platforms that are:



Automated
Enabling closed-loop, zero-touch operations



Intelligent
Leveraging AI/ML for predictive insights and optimization



Agile
Scalable across hybrid, dynamic networks

Our value is anchored on:



Multi-Vendor Network Integration



End-to-End Visibility



Modular Architecture



TM Forum Compliant Interoperability



Secure On-Premise Deployment



Data Sovereignty & Regulatory Alignment



Closed-loop Network Assurance



Scalable 5G & Hybrid Infrastructure Support

Aligned with TM Forum's ODA and Open APIs, TechNarts empowers CSPs to evolve from reactive to autonomous operations; boosting efficiency, resilience, and customer satisfaction.

