

Introduction of NETvisor Ltd.

New Generation ICT Solutions



complex infocommunications systems | economic operation | research & development

NETvisor

Innovation, Expertise, Technology



ABOUT US

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NETvisor was established in 1998 by Hungarian IT and electrical engineers. Based on the professional expertise of the team NETvisor quickly became one of the leading telecommunication and network management solution providers. Since then this position has been strengthened due to a remarkably long series of successful implementation of complex and challenging projects at large enterprises, organizations and telecommunication providers having countrywide or international infocommunication infrastructure. NETvisor has also several remarkable international references because its world class products and solutions raised the interest of numerous companies and telecommunication vendors and they successfully proved.

NETvisor is a system integrator specializing in designing, implementing new generation IT and communication systems, business and operation support solutions in all market segments.

NETvisor's business model is to be a leader in researching and learning state-of-the-art technologies, and in developing and applying new solutions. As a result, our customers introduce modern and cost-effective solutions ahead of their competitors and thereby gain critical business advantage.

As a result of our cooperation with our customers and suppliers, we have gained exceptional technical and market experience in the following fields of expertise:

- NEXT GENERATION IT AND NETWORKING SOLUTIONS,

- NETWORK MANAGEMENT SOLUTIONS

- DATA CENTERS

- IT SECURITY SOLUTIONS

- BUSINESS & OPERATION SUPPORT SYSTEMS

- GEOSPATIAL SOLUTIONS FOR MANAGING COMPLEX NETWORK INFRASTRUCTURES

- APPLICATION AND PRODUCT DEVELOPMENT

- INNOVATION, RESEARCH & DEVELOPMENT

NETvisor offers end-to end solutions enabling their clients to accelerate optimize and transform their business processes. NETvisor as a system integrator aims to deliver systems being best optimized to the needs of the client, effective, economic and future proof to its customers. NETvisor integrates into its solutions the best-



of-breed products of the vendors of market-leading IT and telecommunication systems, and complements it with its own developed products and solutions if needed.

NETvisor software is based on open-access technologies and standards such as J2EE, XML, eTOM, SID and OSS/J. NETvisor's component based and Service Oriented Architecture (SOA) solutions are interoperable, scalable and designed to be future-proof.

As a part of system integration, NETvisor is also active in independent application development for projects where no effective off-the-shelf solutions are available.

NETvisor is a 50-strong company with 43 professionals of PhD and MSc degrees from top universities and academic institutions.

Value Added Services, Research & Development



The STRATEGY of NETvisor

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In the activity of NETvisor as a value added system integrator on the IT and telecommunication field, the innovation, research and development play dominant role.

Our company's basic activities are covered by the Networking Systems, the BSS/OSS, the Service Management and Network Operations Divisions.

VALUE ADDED SERVICES AND SYSTEM INTEGRATION

Though the 2/3 of revenue of NETvisor originates from value added services, the system integration: the design, implementation and operation support of ICT systems built from hardware and software products of leading ICT and OSS vendors is key for us

RESEARCH & DEVELOPMENT, COOPERATIONS

We cooperate with the prominent players of the worldwide ICT market both in system integration and research & development.

Currently we have innovative product development cooperation with a number of outstanding players of the IT and telecommunication industry on the below fields:

- New Generation access network design for automating the planning of network plan versions optimized according to different aspects
- Performance management of Wimax access networks
- Broadband access network element management

We regard our cooperation with Intentional Software Corporation led by former vice president of Microsoft Charles Simonyi one of our important references where NETvisor develops software development tools and related template applications that are based on brand new international research achievements such as generative programming, intentional programming and aspect-oriented programming. Our cooperation with universities, professional



organizations and our participation in the EU Framework Programme 7 supported research programs is important for us both for developing our R&D activity and for ensuring highly qualified experts.

We have research cooperation with 3 Hungarian Universities. Our colleagues with academic degree also work as lecturers on these universities.

NETvisor fulfilled significant task in the P2P TV research project of European Union FP7-ICT-2007, where we cooperated with many European telecommunication providers and universities.

NETvisor currently participates in Econet project of EU Framework Programme 7 supported research program studying technologies for wired network devices that allow saving energy together with several European universities and telecommunication vendors and providers.

BSS / OSS Solutions for enterprises in all market segments



TELECOMMUNICATION MANAGEMENT FOCUS AREAS

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The greatest challenge to IT systems and telecommunication networks is efficient and cost-effective operation. NETvisor offers innovative solutions and services to stand up to that challenge. NETvisor offers state-of-the-art solutions in service quality management, in operation process support, in providing and supervising managed services, and in the complex integration of technical inventories and data stores.

NETvisor's telecommunication management focuses are the followings:

TELECOMMUNICATION SERVICE MANAGEMENT

Specifically designed for telecommunications service providers, this solution provides management and proactive troubleshooting of the service network of the provider's premium subscribers.

The basic function of a service management system is to manage a service network for contracted customers. This system can efficiently support proactive troubleshooting in case of a network error, analyzing errors on the service level and correlating the network level error messages with the service topology purchased by the specific client. If any matching result is found, the operators receive an error message on the service involved. A service is defined as a network with a P2P or VPN topology running on any network technology based on customer needs and technical conditions.

To perform the tasks above, the service

management system must be in contact with the network management systems managing the network technologies discussed above. The service management system receives the network-level alarms from these network management systems. The provider receives the network topology needed to interpret the specific alarms from the technical inventory management system using a special interface.

INTEGRATED TELECOMMUNICATION OPERATION SUPPORT SYSTEM

We implement OSS systems for large enterprises as the tool of their business transformation. We offer complex telecommunication operation support system capable of offering business type of services with competitive service parameters for their internal and external clients. In our project we focus not only to the implementation of the system but to the data migration and collection and to its integration into the organization. Our portfolio covers among others: Service and Technical Inventory, Service Request Management, Incident and Problem

Management, Service Quality Management Systems. We study and reinterpret the operation processes according to the ITIL standard. The implemented system is tightly integrated and open due to the applied SOA system architecture.

RECONCILED TECHNICAL INVENTORY

Maintaining a continuously updated inventory of backbone, aggregation and access networks, network components and network-based business communications and residential services is mission critical to telecommunications service providers. NETvisor has extensive experience in implementing a consolidated technical inventory integrating technical data and services, supporting service planning, resource management and integration with the systems supporting work processes. NETvisor can offer an automated consolidation solution to reduce manual maintenance significantly: the inventory is automatically updated based on the information collected from the management systems and directly from the devices to increase the system's data accuracy.



System integration of complex ICT infrastructures



ICT FOCUS AREAS

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NETvisor has developed IT and telecommunications support and management solutions of the highest standard for telecommunication companies, government agencies and enterprises. Our solutions are based on the models (eTOM, SID) and recommendations (ITIL) generally accepted in the industry and are implemented by integrating the products of market leading suppliers and, if required, our own products.

INTEGRATED SERVICE MANAGEMENT

NETvisor offers its integrated service management solution to institutions, service providers and large enterprises operating complex, multi-party telecommunications and IT services. Our solution enables customers to synchronize complex services, and measure and break down the parameters of quantity and quality by provider. It makes it simple and easy to accurately keep records of performance, meet and verify compliance with contractual obligations and collect penalties. The solution also makes possible the synchronization of operating and customer oriented processes on a standard level which enables the currently most competitive services of different telecommunications and IT service providers to be integrated into a consistent and transparent service based on quality management and SLAs.

CENTRALIZED SECURITY MANAGEMENT

NETvisor offers its automated centralized security solution which protects the network against

external attacks (intrusion, virus, outbreak, etc.) and provides internal network protection (user authentication, access control, virus filtering, etc.) and network management even in the form of outsourcing to enterprise and government customers or their user groups (e.g. schools, local governments, etc.) with extensive IT networks and a large number of users.

SERVICE QUALITY MANAGEMENT

Managing the technical quality of services and the related processes is mission critical to telecommunications and IT service providers. NETvisor's solution integrates automated performance management, trouble ticket management, task and alert management and SLA reporting tools. Service quality management is visible in business processes ranging from process organization and technical design to operation and service marketing.

DATA CENTERS

We offer a broad range of our project expertise.



We have outstanding expertise in the management, operation support, the network and network security of data centers and server rooms. We specialize in planning, designing, constructing, monitoring and maintaining data centers, that integrate 'best-of-breed', critical infrastructure technologies and own products. The result is a highly available, scalable, manageable, and maintainable data center environment. Together with our partners we offer planning, designing, implementing and building the infrastructure of data centers.

INTERNET/INTRANET SYSTEMS, VIRTUAL PRIVATE NETWORKS

NETvisor played significant role in designing, implementing and deploying the largest public Internet service system in Hungary. Based on the experiences gained we offer our expertise in realizing Internet service systems, intranet and virtual private networks, in providing professional services.

Operation support and network management products



PRODUCTS

Products

As a part of system integration, NETvisor is also active in independent application development for projects where no effective off-the-shelf solutions are available. Such demands are most typical in certain areas of corporate IT and telecommunications systems.

When developing network applications, we built on our vast field experience and outstanding expertise, making use of the latest software paradigms and applying quality-oriented development technologies. We have distilled more than a decade of customer requirements, technical equipment know-how and systems integration experience into our product line:

PERFORMANCEVISOR

Universal Performance management product offering reliable performance monitoring for small and medium businesses, large enterprises, telecommunication service providers and vendors.

SLA SUITE

service quality management application consolidating, processing, evaluating telecommunications data, and preparing reports on them.

IP EXPLORER

provides a solution for the end-to-end management of IP services and IP model-based dynamic technical inventories.

NETINV

technical inventory system can easily integrate and manage the technical inventory of the IT systems and telecommunication networks for the enterprises and telecommunication service providers.

ITVSENSE

solution enables performance and quality monitoring of IPTV core systems, transmission networks, and CPE devices.

ANMS

Advanced Network Management System: state-of-the-art vendor and technology (xDSL, GPON, PMP Micro) independent element management system, providing comprehensive management and monitoring for broadband access network elements.



NETSYNC

network discovery and inventory reconciliation application enables telecommunication providers and ISPs to consolidate their inventory system.

SPMP

Service Planning and Mass Provisioning system providing for the support of automatic planning an establishment of consumer telecommunications services.

Customized, quality assured lifecycle ICT projects



SERVICES

SERVICES

The services provided by NETvisor offer modern and cost effective solutions and operation to meet customers' business and IT requirements. Our services are provided based on the following key principles:

- Services do not form islands but offer real system operation as integrated system components.
- We provide our services in the form of a quality assurance project, i.e. well-defined solutions based on customer expectations and developed following a system design.
- As a result of our work, operation effectiveness can be accurately measured and can serve as a basis of Service Level Agreements (SLAs).

NETvisor's system of services follows the lifecycles of the processes implemented in IT projects: design, execution/development, operation/support, audit.. We both carry out lifecycle IT projects and perform specific tasks.

NETWORK SYSTEM INTEGRATION

The network system integration activities of NETvisor covers the following areas:

LAN AND WAN NETWORK TECHNOLOGIES:

- 10/100/1000 Mbps Ethernet networks
- Layer2, Layer3 switching, Wireless (WLAN) solutions
- Virtual networks (VLAN)
- IP telephony, VoIP solutions
- Security systems, LAN/WAN management
- QoS solutions

MANAGED SOLUTIONS/SERVICES:

- Fault management (proactive and reactive network monitoring, online policy-based intervention, configuration management, alarm monitoring)
- Performance Monitoring (monitoring of IT system devices, services and operating parameters, i.e. system health status reporting)

- Technical inventory and process support (inventory of network elements such as hardware and software devices, interconnections, applications, processes, individuals and groups involved in the processes and their roles and access rights to ensure automation of operating processes. These include trouble ticket management, change management, ITIL processes)

SECURITY SOLUTIONS/SERVICES:

- Network level solutions (firewalls, intrusion detection and prevention - IDS/IPS, virus and spyware protection, VPN systems, network access control, wireless system authentication)
- Server and service level solutions (Encrypted transfer, bandwidth management, content/URL filtering and control)
- Authentication, access management (AAA solutions, LDAP systems, double-factor authentication, e.g. RSA SecureID, Single Sign-On -SSO)



- Security management (Network solution management, desktop solution management console, logging, log management, alerts, reports)

CUSTOMER SUPPORT

Using a service provider environment backed by state-of-the-art hardware and software components, we offer customer support to meet our customers' needs whether during regular business hours and even 24/7.

SOFTWARE DEVELOPMENT

NETvisor continuously strives to provide cutting-edge services using state-of-the-art software development solutions and technologies: SOA, J2EE/EJB, AJAX etc.. Our team members have a wide variety of competencies in the above technologies to serve them in the development of network management products.

AUDIT AND CONSULTATION

REFERENCES

With a company history of more than a decade, NETvisor has fulfilled customer orders such as developing milestone and complex systems and implementing design, consulting and development tasks requiring market leading expertise. Below is a select list of our most significant customers..

TELECOMMUNICATION, IT

Alcatel Austria AG
 Alvarion
 Antenna Telecom
 Bosnian Telecom
 Cisco Systems
 ECI Telecom
 Global One
 GTS-Datanet
 HungaroDigitel
 Invitel
 Magyar Telekom T-Com
 Magyar Telekom T-Mobile
 Magyar Telekom T-Online
 Magyar Telekom T-Systems
 PanTel
 Smart Com d.o.o.
 S&T Unitis Hungary Ltd.

GOVERNMENT

Ministry of Interior
 Ministry of Local Government and Regional
 Development, Telecommunications Services
 Ministry of Agriculture and Rural Development
 Municipality of Budapest
 Central Office for Administrative and Electronic
 Public Services

Agriculture and Rural Development Agency
 Ministry for National Development and Economy
 Ministry of Education and Culture
 Ministry of Local Government

EDUCATION, HEALTHCARE, PUBLIC INSTITUTIONS

Educatio Public Company
 Eötvös Loránd University
 National Information Infrastructure Development
 Institute
 International Children's Safety Service
 Education Bureau
 National Health Insurance Fund
 National Institute for Public Education
 Central Administration of National Pension
 Insurance
 Hungarian Post

BANK, INSURANCE

AEGON
 Budapest Leasing
 Deutsche Bank
 Erste Bank
 K&H Bank
 OTP Garancia Insurance
 Provident

Raiffeisen Bank
 Unicredit Bank Hungary

INDUSTRY, COMMERCIAL

ALCOA-KÖFÉM
 CBA Commercial Chain
 CEWA-PHYLAXIA
 GE Capital
 GE Hungary
 Integris-Systemhouse (T-Systems)
 is:energy Hungary
 MOL
 Otthon Centrum
 SAPA Profiles
 Siemens
 VAM Design

TRANSPORTATION, UTILITY

Budapest Electric Works
 Elektro Ljubljana
 Hungarian Roads Management Company
 MALEV Hungarian Airlines
 Hungarian Railways
 MÁV Informatika Zrt.
 MAVIR
 National Transport Authority



PARTNERS, AWARDS

NETvisor's business objectives are to offer system integration solutions using cutting-edge technology, developments resulting in value-added and proprietary products and effective presence in international markets. In an effort to realize these objectives, NETvisor is continuously developing its partner network as we know that cooperation with our partners is the key to our customers' success.

PARTNERS

In order to accomplish the tasks outlined above, NETvisor has established strong professional and business contacts with the world's leading suppliers.

A milestone event in that process occurred in 2000 when NETvisor was awarded Cisco's „Silver Certified Partner” certificate. NETvisor is specialized in Advanced Wireless LAN, Advanced Routing & Switching and Advanced Security, Network Management and Voice Access.

As value-added resellers, we are partners with the world's leading IT suppliers such as EMC, VMware, IBM, Hewlett-Packard, Oracle and

suppliers of fault, performance and technical inventory management framework such as Ge Energy, Safe Software, Telcordia and Voyence.

Together with IT companies, institutions NETvisor cooperates in software technology research and development and applies the results in the practice of the IT industry. Intentional Software Corporation, the Faculty of Electrical Engineering and Informatics. Technical University (Budapest, Hungary), the Eotvos Lorand University (Budapest, Hungary), ISIS (Vanderbilt University, Nashville, TN, USA) are among our cooperating partners. We are members of the Telemanagement Forum, the Association of IT Enterprises, the eMobility Platform and the Mobility and Multimedia Cluster.

AWARDS

In 2006 and 2007 our company was awarded the „Partner Navigator”, the „Silver Partner of the Year” and the „Solution Innovation Partner of the Year” Cisco awards.

In 2009 NETvisor was presented with the prestigious “Cisco Solutions Innovation Partner of the Year 2008” award for its successful performance monitoring product: PerformanceVisor.

In 2010 NETvisor was given the prestigious „IBM Business Partner of the Year 2010” award as the most productive new software IBM Business Partner in 2010 .



● NETvisor products worldwide



NETvisor Ltd

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