

### CNM External FAQ

Judy Beningson

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### **1. What is CNM?**

CNM stands for Customer Network Management. CNM is the concept that a service provider can share information about network operations with enterprise network managers, carrier partners and internal employees. For this concept to become reality, the service provider must consider several things:

- Extraction of the information from the network without slowing overall network operations or opening operations to security problems
- Packaging of the information so that the customer can receive an appropriate level of detail and receive it in a way they can understand
- Delivery of the information to the customer in a cost-effective and secure manner, so that a customer only sees the information about their portion of the network

### **2. What is NavisXtend CNM Gateway?**

NavisXtend™ CNM Gateway is a network management software application that allows service providers to deliver network information to their end-users in a secure and cost-effective manner. The NavisXtend CNM Gateway acts as a gate to the network information, letting users access only the information they are authorized to see. The NavisXtend CNM Gateway allows service providers to:

- Define different levels of CNM services (gold, silver, bronze) to offer to their customers by manipulating any of the following parameters: read access, write access, configuration information, fault information, accounting real time monitoring information, and historical reporting information
- Define users who are allowed to access the information and set their privilege levels

### **3. How does a CNM gateway benefit the service provider?**

By deploying a CNM Gateway solution, the service providers receives three key benefits:

- The service provider can offer CNM services to their customers for delivery of a new, competitive-differentiating product to the market. These services may also provide new sources of revenue.
- In addition, CNM is a very interactive service. It allows service providers to get close to the enterprise network managers, carrier partners and internal employees, increasing customer loyalty and customer retention.
- CNM services can also be used to deliver information to internal employees, giving business manager, marketing managers, and account managers access network information to better serve the customer base.

### **4. How does NavisXtend CNM Gateway benefit the service provider?**

NavisXtend CNM Gateway is a completely turn-key CNM solution. It does not require any proprietary coding or extensions from the service provider. It allows the service provider to quickly offer a wide range of CNM services to their end users.

### **5. What are the key features of the NavisXtend CNM Gateway?**

The NavisXtend CNM Gateway offers the following key features:

- Flexible and concise control over service definition, allowing service providers to create different CNM services for different markets
- Web-based access to the network information, allowing end-users to access network information with standard web browsers for cost-effective delivery
- Java technology prevents service providers from developing and implementing software revision control procedures, helping to ease the deployment and reduce the costs of CNM services
- Secure control over user access and transport of users data with use of SSL and encryption technologies
- Web-based configuration control over service definition and user privileges eases initial service provider CNM setup and on-going maintenance

- Both read and read/write access to allow end-users both viewing and control privileges
- Complete network information is available to the end-user, including configuration, real-time performance, monitoring and fault statistics
- Intelligent fulfillment of end-user requests limits the stress on the network from additional information requests
- Complete turn-key CNM solution that quickly allows service providers to offer CNM services to their customers.
- Support for both Frame Relay and ATM network information with a single CNM product

**6. How does the NavisXtend CNM Gateway product benefit the service provider customer?**

With web-based access to network information 24 hours per day, end users can feel confident about their network operations, even though someone else is running the network. This frees corporate IS managers from the expense and personnel challenges involved in running their own private WAN, and allows them to rely on public WAN facilities for the transport of their private traffic.

**7. Which Ascend products does the NavisXtend CNM Gateway support?**

NavisXtend CNM Gateway is a member of the NavisXtend family of products. It currently supports the B-STDx and CBX switches and both Frame Relay and ATM services.

**8. Is CNM a standard?**

There are several standards bodies pursuing standards for information packaging and delivery. Today, all service providers opt to make organization-specific choices about the information to deliver. Standards from the Frame Relay Forum on SLA reporting are likely to be the first CNM standards widely adopted, and Ascend complies with those standards.



**Worldwide and North American Headquarters**

Ascend Communications, Inc.  
One Ascend Plaza  
1701 Harbor Bay Parkway  
Alameda, CA 94502, United States  
Tel: 510.769.6001  
Fax: 510.747.2300  
E-mail: [info@ascend.com](mailto:info@ascend.com)  
Toll Free: 800.621.9578  
FAX Server: 415.688.4343  
Web Page: <http://www.ascend.com>

**European Headquarters**

Aspen House  
Barley Way  
Ancells Business Park  
Fleet  
Hampshire GU13 8UT  
United Kingdom  
Tel: +44 1252.360000  
Fax: +44 1252.360001

**Asia-Pacific Headquarters**

Suite 1908  
Bank of America Tower  
12 Harcourt Road  
Hong Kong  
Tel: +852.2844.7600  
Fax: +852.2810.0298

**Japan Headquarters**

Level 19 Shinjuku Daiichi-Seimei Bldg.  
2-7-1 Nishi-Shinjuku  
Shinjuku-ku, Tokyo 163-07, Japan  
Tel: +81.3.5325.7397  
Fax: +81.3.5325.7399  
Web Site: <http://www.ascend.co.jp>

**Latin, South America and the Caribbean Headquarters**

One Ascend Plaza  
1701 Harbor Bay Parkway  
Alameda, CA 94502, United States  
Tel: 510.769.6001  
Fax: 510.747.2300

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