

1 Features:

Track Operations Affecting Incidents

- Track from occurrence until resolution
- Prioritization based upon customer, service or SLA
- Reconcile occurrences to maintain analyze SLA performance

Integration to the Compass MoM

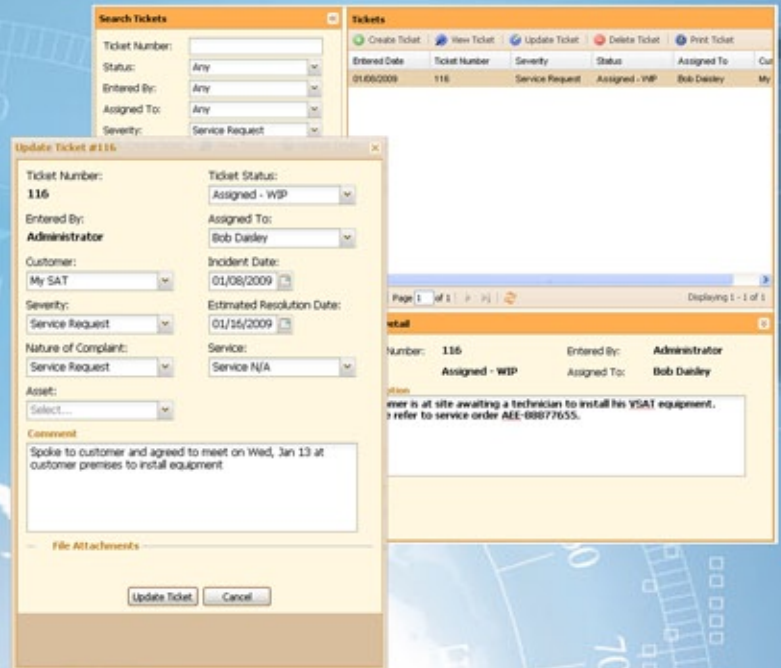
- Integrates with other Newpoint products
 - Compass and TrueNorth
 - Inventory Management System
 - Service Management
- Web portal allows operators, managers and customers access

Reporting

- Analyze equipment MTTR and MTBF
- Track asset valuation and depreciation
- Warranty and Maintenance tracking

Technology

- Web-based application service. Access from any common web browser.
- Support for Microsoft SQL Server and MySQL relational databases
- Completely customizable data fields to meet operational needs
- Interface available to make ticket data available to external systems



The Compass Trouble Ticketing System (TTS) allows operators, maintenance personnel and managers to track incidents within their operations from occurrence until resolution. Trouble ticketing gives engineering organizations a tool to be more customer service focused through prioritizing resources, reducing the mean time to repair (MTTR) equipment or services and assisting in reconciling incidents to maintain service level agreement (SLA) commitments.

Compass Trouble Ticketing is a cost effective solution for teleports, broadcasters, satellite operators and service providers where an enterprise level help desk system is too expensive or difficult to maintain.

Compass Trouble Ticketing integrates with other products from Newpoint including Compass, TrueNorth and the Compass Inventory Management System. Operators using TrueNorth and Compass for the daily network management needs have access to the ticketing system through the familiar TrueNorth user interface. The independent web interface may be used by other personnel or customers.