Cortex

NETWORK MONITORING AND SERVICE ASSURANCE

See every fault. Know who it affects.

Cortex turns network alarms into clear answers: which customer services are affected, who owns the fix, and proof the job was done. It brings NOC, service desk, inventory and reporting into one platform.

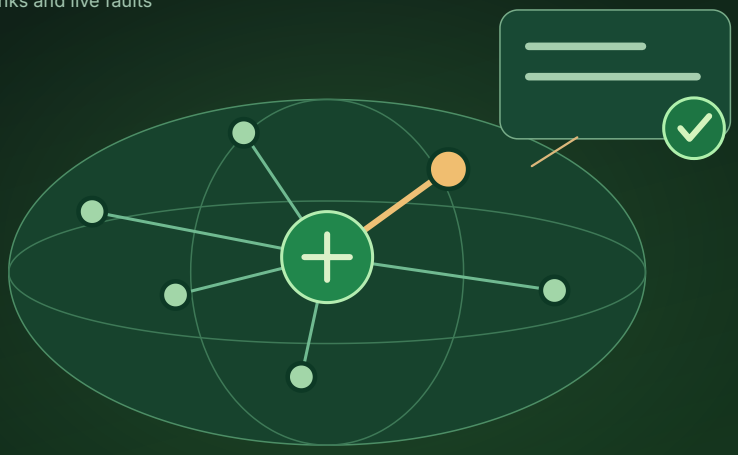
PLATFORM MODULES
9

LIVE OPERATIONS VIEW
NOC

BUILT ON
Genie

ON-PREM OR CLOUD
AI

See the network
Devices, links and live faults



Understand service impact
Correlated alarms → owned incidents

NOC
Live board, network map, route trace and alarm replay.

Service Desk
Incidents, ownership and clocks in one queue.

Problem & Change
Root cause records and controlled change.

OPERATIONAL CONTEXT

A clearer way to work

Cortex turns network alarms into clear answers: which customer services are affected, who owns the fix, and proof the job was done. It brings NOC, service desk, inventory and reporting into one platform.

01

Alarm noise

The alarm that matters gets lost among duplicates.

02

Unknown impact

Nobody can quickly say which customers a failed device affects.

03

SLAs on spreadsheets

Response times are rebuilt afterwards, by hand.

THE CHANGE IN DAILY OPERATIONS

Before	With Cortex
– Alarm floods	✓ Correlated alarms
– Impact found by phone calls	✓ Customer impact shown
– Ownership unclear	✓ Workflow-driven ownership
– SLAs kept in spreadsheets	✓ Clocks in the platform
– Closure without evidence	✓ Evidence retained

AN OPERATIONAL SCENARIO

Follow a fault through to closure

A network device raises several related alarms. The operations team needs to understand the probable fault, the services affected and who should handle the incident.

One
Operating view

Clear
Customer impact

Owned
Every incident

Proven
Closure evidence

CAPABILITIES 1

The capabilities that do the work

Explore the core functions of Cortex and the operational tasks they support.

01

NOC

Live board, network map, route trace and alarm replay.

02

Service Desk

Incidents, ownership and clocks in one queue.

03

Problem & Change

Root cause records and controlled change.

04

Customers & Services

Connect devices to the services they carry.

05

Inventory & CMDB

One record of the network estate.

06

Performance

Metrics, continuity and reports.

DESIGNED AROUND THE USERS

Operators Telecom carriers and ISPs.

MSPs Managed service providers.

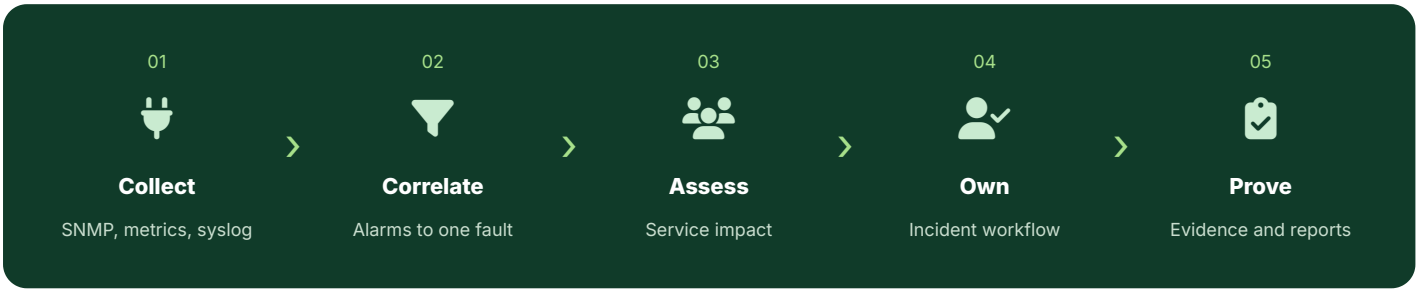
NOC teams One live operating view.

Enterprise IT Service-aware monitoring.

WORKFLOW

From the first step to the outcome

A connected sequence makes the handoffs and responsibilities easier to follow.



01 Connect
Collect from devices over SNMP, streaming metrics, syslog, ICMP and TCP checks.

02 Correlate
Group related alarms and point to the probable fault.

03 Map impact
Trace the fault to affected services and customers.

04 Resolve
Run the incident through workflows with clear ownership.

05 Report
Keep the evidence and report on what happened.

A PRACTICAL WALKTHROUGH

Follow a fault through to closure

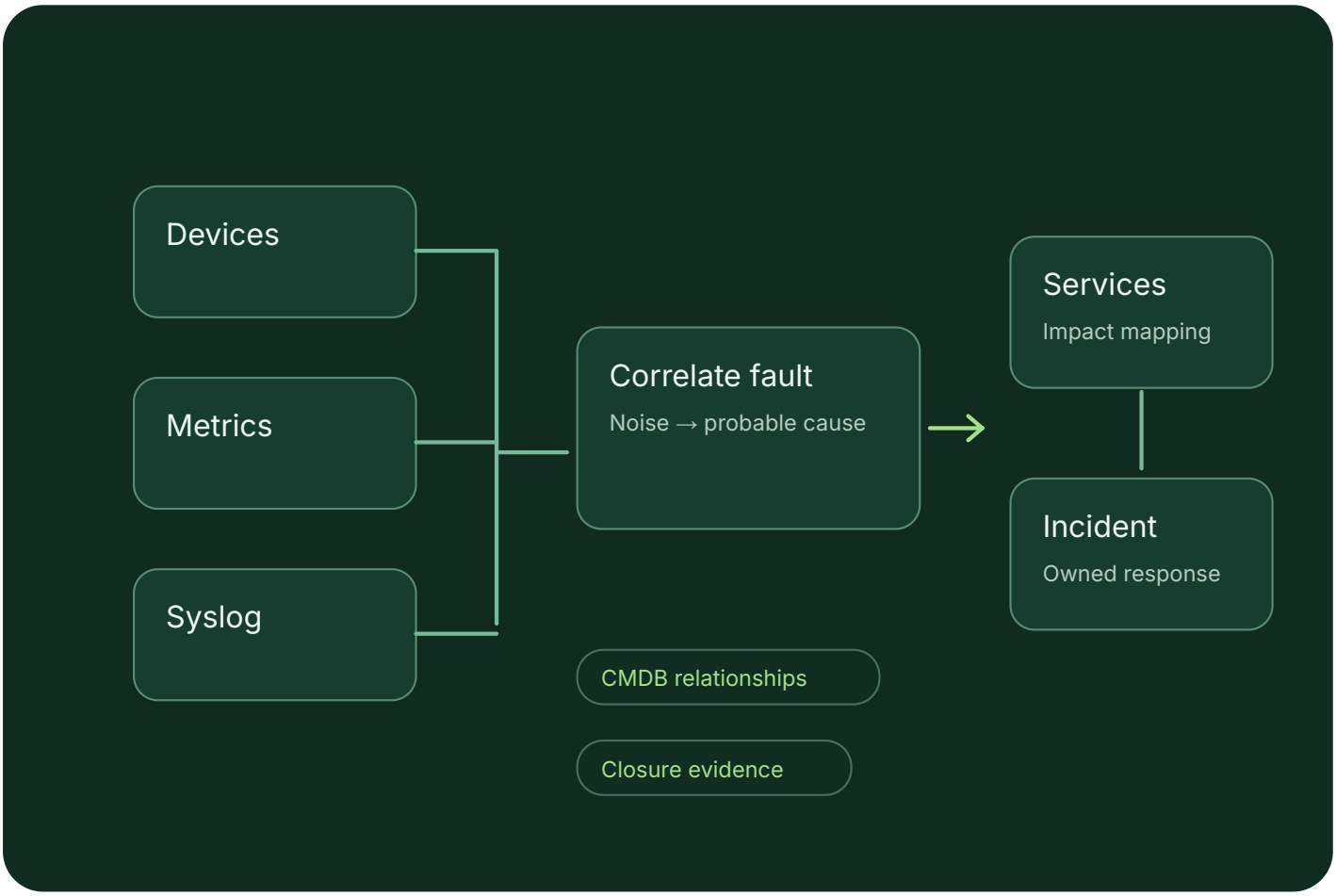
A network device raises several related alarms. The operations team needs to understand the probable fault, the services affected and who should handle the incident.

Follow collection, correlation and impact mapping into an owned incident. Review the closure evidence and reporting rather than treating an alarm acknowledgement as the end of the job.

ARCHITECTURE & HANDOFFS

From a device fault to service impact

Monitoring becomes more useful when devices, affected services and incident ownership are connected.



Conceptual product flow · Cortex

01

Collect alarms and measurements from the network.

02

Correlate the fault and relate it to customer services.

03

Carry ownership and closure evidence through the incident workflow.

DISCUSS YOUR ENVIRONMENT

Confirm the source systems, responsibilities and integration boundaries during the walkthrough. The diagram explains the product concept; the deployment scope is agreed for your environment.

TECHNOLOGY 1

Understand the connected pieces

Formats, protocols and tools in the product scope, with plain-language explanations for technical and business readers.

SNMP v2c

Widely supported version of SNMP for polling device status and counters.

Streaming metrics

Performance readings pushed continuously from the source.

Syslog

Standard format that devices use to send log messages.

ICMP

Ping-style checks that confirm a device is reachable.

TCP checks

Tests that a service port is open and responding.

Network map

Visual view of devices, links and their current state.

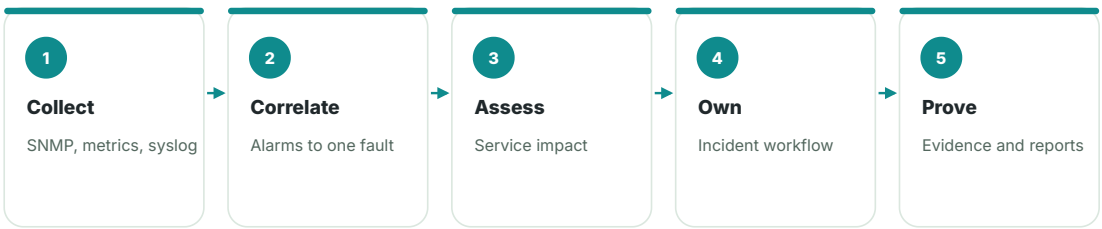
CMDB

Configuration database recording assets and how they relate.

Workflows

Defined steps, approvals and owners that move work to completion.

THE CORTEX OPERATING FLOW



INTEGRATION PLANNING

Agree the source systems, supported versions, data ownership and access requirements during discovery. Validate the relevant interfaces against your environment before production rollout.

ASSURANCE & NEXT STEPS

Prepare for a successful rollout

Match the product scope to your people, systems and operating requirements.

PRODUCT ASSURANCE

- **Role-based access, deny by default**
- **Full audit trail**
- **Versioned workflows**
- **On-prem or cloud deployment**

PLAN THE ENGAGEMENT

01

Discover

Review your current process, source systems, users and constraints. Identify the operational problem the first phase should solve.

02

Demonstrate

Follow collection, correlation and impact mapping into an owned incident. Review the closure evidence and reporting rather than treating an alarm acknowledgement as the end of the job.

03

Validate

Agree the applicable product scope, access controls, integration checks and acceptance criteria. Confirm deployment and support responsibilities.

04

Handover

Plan user guidance, operational ownership and support contacts. Confirm the reporting cadence and review process for the agreed scope.

START A CONVERSATION

Explore Cortex with our team.

Bring your operational scenario. We will walk through the relevant workflow and discuss a suitable scope.

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