

# Are Backhaul Providers Losing on their SLA Agreements?

The global demand for bandwidth continues to grow.

by 2020...



More than half of the world's 7.5 billion people will be internet users\*



On average, each user will have between 3 and 4 connected devices\*



Global IP traffic will grow three-fold from 2015 to 2020 (CAGR of 22%)\*

25GB+

Monthly traffic consumption will grow to over 25 GB per person\*

82%

Internet video will comprise 82% of all consumer internet traffic\*

This growth opens significant business opportunities for backhaul providers as carriers turn to them to meet bandwidth demands and preserve the end user experience

When using a backhaul provider's services, carriers and backhaul providers use SLA agreements to ensure customer expectations are met, including:

- BANDWIDTH PROFILES**
- POLICIES FOR PRIORITY TRAFFIC AND PREFERRED ROUTING**
- SERVICE LEVEL SPECIFICATIONS FOR DIFFERENT CLASSES OF SERVICE**
- OTHER OPERATIONAL DETAILS**

If backhaul providers aren't careful to meet their SLA agreements, they could suffer financial consequences

But many have trouble:



DEFINING SLA SPECIFICS



MANAGING TO MEET THEM



REPORTING ON PERFORMANCE

Why?



**LIMITED END-TO-END VISIBILITY**

Need vendor agnostic solution for the full picture



**MULTIPLE TOOLS AND LACK OF CONSISTENT REPORTING**

No single dashboard



**COMPLEX EXCLUSION PERIODS**

Without measuring exclusion periods effectively, reports aren't accurate



**LACK OF AUTOMATION**

Reports are run manually, take time, can have mistakes



**LEGACY TOOLS FALL SHORT**

Not designed to handle virtualized resources

To avoid this, backhaul providers need an effective way to proactively monitor their IP/Ethernet infrastructures.

The SevOne Carrier Backhaul Compliance Solution allows backhaul providers to immediately prove that customer-specific contracted service levels are in compliance across a multi-vendor carrier backhaul infrastructure.

Read the [Solution Guide](#) to see how SevOne provides end-to-end visibility for backhaul providers.