

ilog connection

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EDITORIAL

By Dominique Pouliquen
ILOG Visualization
Product Manager

With ILOG Views and its add-ons, our customers obtain the best in visualization. They get detailed, interactive GUIs; stunningly accurate graphics; and data access that puts their finger on the pulse of business.

We strive daily to improve our products. Our work has led to a new release of ILOG Views in the past few months, and soon to ILOG Views Maps, an add-on for boosting productivity linked to precise georeferencing.

Our total commitment to quality and service will always ensure our customers get the best visualization solution. We work with them, helping them develop their systems with training and consulting, and learn from them, applying their lessons in bettering our products.

As the next millennium approaches, ILOG will maintain its position in supplying C++ and Java visualization software components for mission-critical applications. We have already begun work on the next release of ILOG Views and moved more timesaving add-ons from the drawing board to our computers.

For powerful system interaction and visualization, look no further than ILOG for the answer.

ILOG Visualization: The Face of Strategic Applications

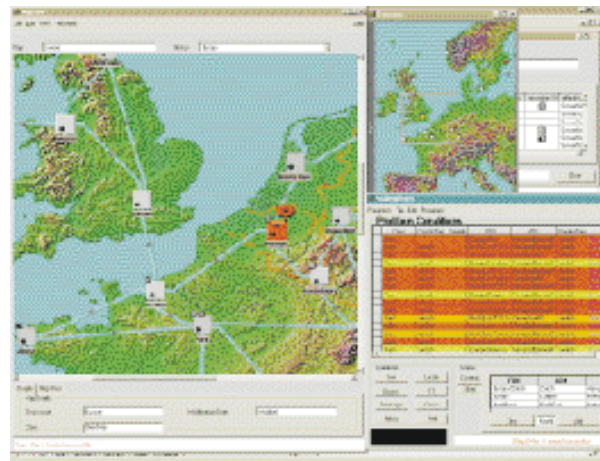
focus

Developers solve
their interface
problems with our
leading components

In every industry, developers have come to rely on the components in the ILOG Visualization Suite™ (VS), which in its latest release has an extended graphics editor for handling business graphic objects (BGOs), a JavaScript™ implementation for customizing applications easily, and the company's first industry-specific graphics library.

Thousands of Objects

With ILOG VS, computer displays can handle thousands of objects simultaneously. They are able to provide real-time responsiveness and high-speed panning and zooming, letting users quickly navigate through computer images. Whatever the application need – showing ships on a 2D map, “flying” through virtual representations of networks or building an interactive 3D interface for a submarine mapping system – the comprehensive set of ILOG VS graphics tools eliminates tedious graphic and data access coding. Meeting the specific requirements of applications is



Interface of Telecom Graphic Framework (TGF)

simply a matter of extending prebuilt C++ classes, rather than creating them from scratch.

“The ILOG Visualization Suite gives developers and users more power through less code,” says Dominique Pouliquen, ILOG Visualization Product Manager. *“It makes the easy work trivial, so developers have more direct control over the behaviors of their graphic environment through a window editor.”*

The suite includes:

- o ILOG Views 3.1 and ILOG JViews 2.1, for building advanced high-performance 2D graphic interfaces in C++ or Java™
- o ILOG InForm 3.0 for connect-

ing data-intensive graphic applications to relational databases

- o ILOG Vision 1.0 for high-performance 3D displays and interactive applications
- o ILOG TGO 1.1, a new graphics library for creating realistic network displays for telecommunications and data network management applications

Direct Access to Behaviors

Version 3.1 of ILOG Views enables the end user to directly access an object behavior through ILOG Script, a portable implementation of JavaScript™. This simplified programming system lets those with little training in programming define interface behaviors.

(Continued on Page 3)



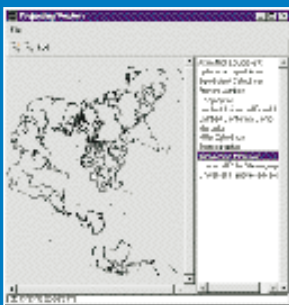
components

ILOG Views Maps

Already a top performer in georeferencing, ILOG Views now comes with an optional add-on that further extends the software component's ability to manage cartographic data.

The new add-on, ILOG Views Map, can read most of the common map formats on the market. It lets developers overlap images in various formats, creating a composite image that can be used in a graphical user interface (GUI).

"There is a definite need for ILOG Views Map in the industry," said Dominique Pouliquen, ILOG Views Product Manager. "Currently there are only a few C++ mapping libraries fully portable across the Windows and UNIX platforms. This add-on puts ILOG Views at the top of the list."



ILOG Views Maps provides many of the features commonly used in displaying maps. It lets the developer apply a projection to data, and then overlay the map with custom graphic objects.

ILOG Views is the top C++ component for developing cross-platform visualization systems. It is widely used in telecommunications, manufacturing, transportation and defense. The new add-on is expected to prove invaluable in these and other industries.

ILOG Views Maps includes five map readers (VPF, DXF, CADRG, Shape and DTED); 14 projections, including conic, cylindrical, equidistant, Lambert and Mercator; and a bridge to the OGD product from Global Geomatics, for reading 80% of the most common data formats.

Company News

Future of Information Technology

ILOG CEO Foresees Data 'Tsunami'

Growing dependency on real-time data management

ILOG CEO Pierre Haren, who foresaw the emergence of component software providing the advanced functionality of mission-critical applications, now foresees systems for handling massive amounts of real-time data as being the primary direction of IT for enterprises in the next millennium. Meeting the challenge to manage this real-time data flow will lead to advances similar to the ones that shaped the technology for storing and distributing data, and led to the success of such leading system providers as Oracle and SAP.

Massive Flow of Data

On a recent trip to Asia, Mr. Haren called this new direction in information technology the real-time data "tsunami." He stated that as connected devices from GPS systems to intelligent refrigerators become pervasive and verbose, a massive flow of detailed data will have to be managed by companies. This will lead to advanced needs for visualization software inside corporations and on the Internet. Moreover, as companies become more responsive to their customers, tailoring their offerings and operations to meet the real-time needs of consumers, optimization applications for crucial operations will become more widely adopted. For instance, to be more responsive to short-term fluctuations in the marketplace, companies have been becoming increasingly dependent on applications that manage the supply chain from procurement of materials to distribution of finished goods.



ILOG CEO Pierre Haren (right) stands with Bounthara Ing, ILOG Asia Pacific Vice President (left), and Gwen Lyn Toh, Communications Manager at ILOG Asia Pacific (center).

"Uncertainty has become a way of life in the business world," Mr. Haren stated. "It is tougher today than ever before to plan production activities around market demand. With the economic downturns of Asia and Latin America, companies find themselves having to deliver better products and services faster and more cost effectively. They are looking for ways to cut costs and improve production to obtain significant gains in productivity."

"A company cannot achieve these gains alone. It must coordinate its activities with suppliers and makers to give the consumer what he wants, when he wants it, at a price he can afford."

This business imperative, he went on to say, will spur a growing number of companies, both large and small, to adopt supply-chain management.

Technology for Handling Real-Time data

ILOG has over the past 10 years developed the most relied-upon technology for handling real-time data. Such leading vendors of enterprise systems as SAP, i2 Tech-

nologies, J.D. Edwards, Manugistics and Numetrix have incorporated ILOG components into their management solutions. Their adoption of the components has furthered ILOG's effort to advance real-time data solutions with the latest technology for optimizing productivity.

Singapore's initiatives in Supply-Chain Management

Mr. Haren's comments were made in support of ILOG's supply-chain management initiatives in Singapore. He explained that in developing the country's infrastructure, the government of Singapore had had ILOG work with various agencies to supply real-time operations management systems to essential services for logistics, transportation and telecommunications.

For example, the geographical positioning system used by Singapore's transport services uses ILOG visualization software in tracking and responding to changes in demand.

"The SingaporeONE broadband network lets companies use an excellent IT infrastructure to respond competitively to the needs of the market," Mr. Haren explained. ■

New Logo for ILOG

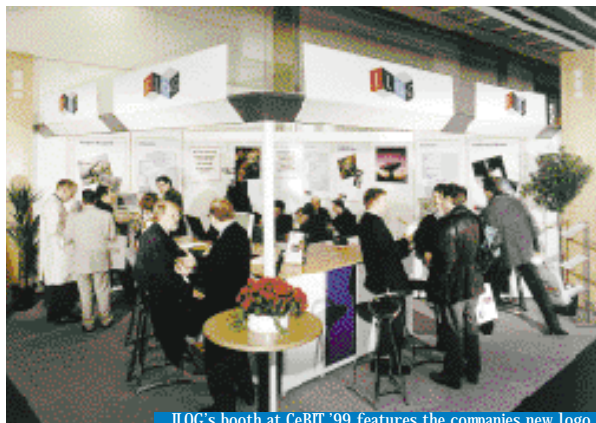
Emblem reflects company's dominance in supplying advanced software components

ILOG has adopted a new logo, an event in the company's history that reflects the corporation's continuing international growth and commitment to product and industry development.

Designed by one of the top firms in corporate visual branding, Landkamer Partners of San Francisco, the new logo replaces the company's original emblem, which served for 11 years.

Singapore and Spain, and offices and representatives elsewhere in the world. Together, they amount to a strong international presence

The change was prompted by the need to reflect the company's success and rapid growth in the last few years. ILOG went public with a listing on NASDAQ in February 1997, expanded its product line by acquiring the companies CPLEX and Oasis in August



"The new logo conveys our leadership and dynamism by being both clever and unusual," says William Scull, ILOG Vice President of Marketing. "It reflects ILOG's ability to 'make the impossible possible.'"

The logo's introduction is being coordinated with a complete redesign of the company's documentation by Auréus, a top Paris design agency catering to IT companies. The Franco-American effort to re-engineer the company's image is the result of the multinational structure of the corporation. ILOG has headquarters in France and the United States, subsidiaries in Britain, Germany, Japan,

1997 and September 1998, respectively, and made its stock available in Europe through the Nouveau Marché in December 1998. Last year International Data Corp., a highly respected research service covering the computer industry, declared ILOG's dominance in advanced software components, and in the fiscal year ended June 30, 1998, the company's revenues grew to \$54.6 million, an increase of 64% over the previous year.

The company has also adopted a tagline: "Powering Your Software." It sums up the integrated nature of the ILOG products, and provides a readily understood statement concerning their added value. ■



ILOG Visualization: The Face of Strategic Applications

(Continued from Page 1)

ILOG Views 3.1 includes a special editor designed for BGOs. With this tool, developers can build graphic representations of business-specific objects through point and click editing. Also, award-winning ILOG Views can be localized to handle Japanese, Chinese and Korean (JCK) characters as well.

"We believe the new scripting feature of ILOG Views cut by two-thirds the time needed to fine-tune our application interface," says Jean-Luc Laffitte de Petit, Ground Systems Architect at Matra Marconi Space.

Improved Mapping Skills

As this newsletter went to press, ILOG was again preparing to launch another enhancement, to extend ILOG Views' mapping capabilities. Called ILOG Views Maps, the new add-on instills ILOG Views with the most widely used mapping functions and allows it to use most of the common graphics formats for maps. With georeferencing becoming an important tool in managing widely distributed resources, ILOG customers will greatly benefit from having their mapping and GUI-building functions together in one powerful development package.

For those working solely in Java, the suite includes ILOG JViews 2.1. Rated 100% Pure Java™ by Sun Microsystems Inc., it increases productivity with ready-to-use graph-drawing support. ILOG JViews allows developers working on sophisticated strategic Java applications to create interfaces that are far more intuitive than those otherwise possible.

ILOG Script is also in ILOG InForm, creating a new version of the database access component. ILOG InForm 3.0 improves productivity by easily binding data to graphic objects and allowing quick access to non-standard data formats.

Finally, ILOG TGO™ (Telecom Graphic Objects) is the first industry-specific addition to ILOG VS. The product of extensive research, it is a powerful tool for creating network displays for telecommunications and data network management applications, and also comes in a Java version (ILOG JTGO 1.0). All together, the components of ILOG VS form an unbeatable team for powering applications. ■

ILOG OPL Studio Simplifies Optimization

New component serves as gateway to entire ILOG Optimization Suite

ILOG OPL Studio™, the newest member of the ILOG Optimization Suite, delivers the functions needed to quickly and easily create advanced optimization solutions.

Its interactive graphical environment lets developers create optimization applications without a detailed knowledge of computer programming. Simple and powerful, the studio uses the Optimization Programming Language (OPL) to represent optimization problems in a natural, intuitive way. It lets developers rapidly model optimization problems, and then modify and update them with unmatched ease and accuracy.

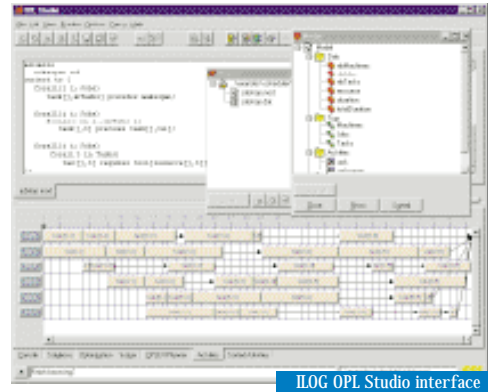
ILOG OPL Studio's user-friendly interface aids in structuring problems and choosing solution strategies. Once a model has been developed, ILOG OPL Studio can convert it into C++ code that can be directly linked to the other ILOG Optimization Suite™ components

for use in applications. This optional feature lets you couple OPL models with external data sources that are powerful and highly flexible.

ILOG OPL Studio simplifies application development and serves as a gateway to other components in the renowned ILOG Optimization Suite: ILOG Solver, ILOG Planner and ILOG Scheduler. ILOG OPL Studio ensures seamless migration from rapid model development to complete deployment of full-featured high-performance optimization applications.

Important features

- o Separation of models from data, letting them be organized into projects
- o Database connectivity



ILOG OPL Studio interface

- o A single, unique modeling language (OPL) for applying constraint, linear and integer programming with OPLScript, a scripting language for optimization
- o Optional C++ code generation
- o Intuitive graphical user interface in an interactive environment

Customer news

Novazen Extends ICC

ILOG JRules to improve customers' access

A U.S. developer of software for Internet-based customer billing and services, Novazen Inc. is integrating ILOG JRules into its Interactive Customer Care (ICC) software, allowing service providers to further personalize and rapidly deliver products and services to their users.

"Customer self-care via the web should be a strong pursuit of every service provider, as it helps mitigate costs generated by traditional customer care methods," states Paul Hughes, Senior Analyst with the Yankee Group.

By integrating ILOG JRules, a 100% Pure Java™ rule-based development system, into ICC, Novazen will become one of the first solution providers to add powerful business rules to a customer care product for

the Internet. First introduced last year, ICC already helps carriers simplify and accelerate the development and introduction of products and services within a range of "self-serve" call-center capabilities.

Carriers who use ICC can offer their customers secure, browser-based access to their accounts and a selection of products and services they can order on line.

"Customers do more buying if the offerings are tailored to their needs and are right on line and available," explains Michael Lynch, Novazen Executive Vice President of Business Development. He adds that the rapid growth in web-based service for telecom customers is a complementary trend.



Novazen ICC lets customers order via the Internet

ILOG JRules assists a customer in refining and tailoring a purchase by comparing product configurations or combinations with the customer's current product portfolio, buying history and demographics, as well as current marketing promotions, valid product combinations and other factors. Maintained by the service provider, the product recommendations appear as on-line order forms in the customer's browser, with ILOG JRules dynamically

updating product and service options and suboptions. Rather than the traditional approach of informing customers of new products and services with fliers in their monthly bills, this approach is significantly more effective not only in selling more products, but also in improving customer satisfaction.

Novazen selected ILOG JRules for its execution speed and ease of integration into a distributed system architecture. ■

Telefónica Acquires Unlimited License for ILOG Components

Telecom giant secures future of its product line with ILOG software

In order to create a new generation of telecom applications, Telefónica I+D has purchased an unlimited development license for the entire line of ILOG components.

Telefónica I+D is renowned as the research and development division of the Telefónica Group, the largest supplier of telecommunications services in the Spanish-speaking world. Through its companies in Spain, Latin America and the United States, the group supports a market of more than 300 million customers.

"The agreement reached between ILOG and Telefónica I+D reflects our mutual commitment to leading technological innovations in the field of telecommunications," says Eliseo Sanchez Trasobares, CEO of Telefónica I+D.

"This unlimited development license will unlock the power of the entire line of ILOG products for all 1,000 Telefónica I+D developers," says Pierre Haren, ILOG CEO. *"This commitment to ILOG further proves the value of our products across the whole telecommunications spectrum."*

The agreement resulted from years of successful relations between the two companies. ILOG components have become instrumental to Telefónica's rapid development of mission-critical applications. Deployed in such areas as network management, operations support, and network planning and design, these applications form the basis for Telefónica's well-established reputation of providing its customers with the best cutting-edge solutions for their telecommunications needs. ■

Siemens Adds ILOG to Switcher

New interface lets operators monitor and troubleshoot equipment

Siemens Brazil has updated the management system for the company's highly successful EWSD switching system with a graphical interface built with ILOG Views and ILOG Server.

EWSD is the most widely used switching system in the world, accounting for more than 25% of all annual shipments of switching systems. More than 300 network operators in 100 countries currently use EWSD.

ComUX at the helm

Running EWSD is the ComUX management system. It gives operators and administrators central control of the switching system, allowing them to respond immediately to events such as alarms and congested lines. When Siemens recently updated ComUX, it decided to add a real-time intuitive graphical multiuser interface. This new

feature greatly improves the operators' ability to interact with the switching system.

To develop the new features, Siemens selected the best software components on the market for integration and visualization: ILOG Server and ILOG Views. The new ILOG-equipped ComUX improves the speed and accuracy with which operators manage the EWSD switching system.

ComUX4, the new generation of Siemens' ComUX management system, gives EWSD users real-time reactivity with ILOG Server and a more intuitive GUI with ILOG Views.

It handles the tremendous volume of information both sent to and received from the switching system, and lets users access the latest information and display it in formats suited to their needs. ■

Monitor and troubleshoot

The ComUX4 object-oriented GUI lets the system administrator access, delete or change information on users, equipment and even the servers connected to the equipment.

ILOG Views allows operators to monitor and troubleshoot equipment through graphic and textual visualization of alarms, which are shown in real time along with information concerning their location and probable cause.

ILOG Server enables ComUX4 to consistently handle distributed graphic components in real time. Event automation updates all graphic and textual representations of equipment with new data when an event occurs anywhere in the management system. It ensures that every user of the system works with the most current information. ■

recent quotes

MCI

"We've eliminated almost 85% of the alarms going to our surveillance engineers" by integrating ILOG Rules.

Jon Spieker
Senior manager of
Network Surveillance Systems
MCI

Korea Telecom

"It's a window onto our entire network. We believe we have the highest performance in the industry, primarily from using ILOG Views. Choosing ILOG was also a decision to go beyond TNMS because we knew that a system made with ILOG Views would be reusable in future network management applications, resulting in a considerable amount of time and money saved in projects to come."

S.H. Suk
TNMS Project Leader
Korea Telecom

Telefónica

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Eliseo Sanchez Trasobares
CEO
Telefónica I+D

Tadpole

"ILOG JViews is top-of-the-line technology and gave Tadpole the quickest route to market with the Cartesia program. It contains much of the coding needed to manipulate mapping data."

David Brain
CTO
Tadpole

Matra Marconi Space

"We believe the new scripting feature of ILOG Views cut by two-thirds the time needed to fine-tune our application interface."

Jean-Luc Laffitte de Petit
Ground Systems Architect
Matra Marconi Space

Tadpole Taps Maps with ILOG JViews

Web-based system gives field personnel access to up-to-date cartographic resources

Utility companies are on the brink of benefiting from a remarkable visualization system that taps vital map information via cell phone. Built by Tadpole Technology Plc., Cartesia Redline can greatly improve the reactivity of field technicians by letting them pinpoint the exact location of a problem while in the field.

Currently being used by field engineers at Bristol Water Plc. in Britain, the system has been credited with boosting productivity and shortening repair time. As deregulation increases competition in the utility industry, companies are turning to new technologies to increase savings and improve maintenance. Cartesia is an example of a marriage of technologies aimed at conquering the problem of locating a fault.



Access through any web browser

The system uses an ILOG JViews-based solution that provides access to a geographical information system through any web browser or Java™ virtual machine. Simply by dialing into an Internet access service with a cell phone attached to a hand-held pen computer, field personnel can tap into Cartesia and its highly intuitive user interface.

Cartesia lets field engineers access and update information in real time by writing on the screen of the computer. The portable equipment behind the new system is extremely durable and the screen can be viewed in direct sunlight, eliminating the need for field workers to carry paper maps or reinforced laptops to run potentially out-of-date disk files.

The intuitive GUI was made possible by integrating ILOG JViews libraries into the Cartesia system. ILOG JViews brought a set of comprehensive high-level features to the system, including sophisticated diagramming, easy-to-customize graphics and smart mapping capabilities. End users of sophisticated computer systems have come to expect such outstanding features in their computer-mounted software. ILOG JViews has brought them to the Java platform, and with Tadpole, directly to field personnel.

"ILOG JViews is top-of-the-line technology," says David Brain, Chief Technical Officer at Tadpole, "and gave Tadpole the quickest route to market with the Cartesia program. It contains much of the coding needed to manipulate mapping data." ■

Korea Telecom Gains Control with ILOG Views

Telecom leader uses renowned component in new network management system

Korea Telecom has constructed a network management system incorporating the most comprehensive visualization engine: ILOG Views.

Korea Telecom, the leading telecom service provider in South Korea, built the Toll Network Management System (TNMS) for the real-time monitoring and the off-line analyzing of data from the toll switching system of the company's nationwide network. TNMS keeps the telecom operator fully informed of events in the network with a highly graphic interactive interface.

"It's a window onto our entire network," says S.H. Suk, TNMS Project Leader at Korea Telecom. "We believe we have the highest performance in the industry, primarily from using ILOG Views. Choosing ILOG was also a decision to go beyond TNMS because we knew that a system made with ILOG Views would be reusable in future network management applications, resulting in a considerable amount of time and money saved in projects to come."

Proactive management

TNMS allows proactive management by monitoring call traffic for congestion and anticipating alarms. When congestion occurs on a trunk line in the network, calls from the line can be rapidly diverted to other lines. TNMS assists in this operation by gathering data from the toll system and converting it into detailed

images. The operator can then make decisions concerning the steps needed to reduce the traffic and use the powerful graphical user interface of the system to initiate actions. The system also goes a step further by storing data, allowing the operator to search back through the information at a later time.

Real-time supervision

ILOG Views, with its high-speed performance and intuitive interaction, enables the system to display data in real time, giving Korea Telecom a second-by-second account of every operation in the network.

The ILOG component was used in both building and powering the GUI. TNMS lets Korea Telecom fully monitor and control its network, so when a problem is spotted, it can be addressed immediately through the system, improving operator response time and customer service.

"We excel in this area on both the development side and the operations side," said Hassan Lâasri, ILOG Telecommunications Industry Director. "ILOG Views alone can represent up to 70% of the code used in a GUI for network management. Our offerings in telecom also make the industry more responsive in managing networks and upgrading customer service. Korea Telecom joins a large family of telecom operators benefiting from the power of ILOG." ■

Using the Internet To Control Networks

ILOG seminars focus on web-based management

ILOG is covering the growing importance of web-based network management in a series of seminars being held in the United States and Canada from Feb. 18-April 21. This emerging paradigm gives both telcos and their customers greater access to network equipment and services through the Internet. Making web-based network management possible is Java™, Sun Microsystems' cross-platform language for developing Internet applications. ILOG has become a leading provider of Java development systems, with its powerful line of Java software components: ILOG JViews, ILOG JRules and ILOG JTGO.

"Java and the Internet have made remote, distributed management a reality," says Hassan Lääsri, ILOG Telecommunications Industry Director. *"ILOG makes both easy to access with software components that impart the power and functionality users have come to expect in sophisticated applications."*

The Internet has solved many of the problems associated with remotely accessing network management systems. It gives telcos an inexpensive way to move control of a network off site, away from one specific regional control center. It also lets telecom customers take control of the services to which they subscribe. A customer, for example, could easily monitor his virtual private network or change the bandwidth of a line serving his operation.

ILOG's Java products are becoming the preferred tools of building web-based management systems. ILOG JViews is used in creat-



ILOG Inc.'s new building

ILOG Inc. has moved!

Since March 21, 1999, ILOG Inc. has been doing business from 1080 Linda Vista, Mountain View, CA. Its new building has 36,000 square feet, or nearly three times the amount of ILOG Inc.'s old offices. Overlooking Highway 101, the building can be reached easily via nearby off ramps. ILOG Inc.'s main phone and fax numbers have also changed, to (650) 567-8000 and (650) 567-8001, respectively. ■

ing web-enabled GUIs, and ILOG JRules allows telecom operators to install their Java applications with decision-making properties. Furthermore, ILOG JTGO is specifically designed for network management. It provides all the standard features and graphic objects used in telecom for displaying and operating network equipment in a graphic environment. ■

Asia

ILOG Seller in S. Korea

POSCON has spun off its ILOG department into a separate company. Called KSTEC Corp., the new company is the only ILOG Master distributor in South Korea.

At the official opening ceremony for KSTEC's new offices last year, more than 100 people attended, including CEOs and other executives in the country's IT community.

The ceremony drew much attention because of ILOG's success in backing systems in South Korea. Already communications giant Korea Telecom and the No. 2 steel maker, POSCO, have ILOG software driving their key computer systems.

KSTEC also counts among its major customers SK Telecom, Samsung Electronics, Daewoo Electronics, LG Electronics, KRRI, Halla, and the Korean Army. ■



Seung-Do Lee, President of KSTEC Corp., (left) and Bounthara Ing, ILOG Vice President Asia Pacific

Top Asian Execs Attend Seminar

ILOG recently had more than 30 senior executives from major Asian utility, telecom and transportation companies attend a two-day series of breakfast discussions in Hong Kong. Titled "How to enhance your productivity and customer service with ILOG Manpower Planning Technology," the series gave the executives an opportunity to see

how ILOG can help them improve productivity at their operations. Vincent Gosselin, ILOG's Asia Pacific Director of Consulting, presented case studies of personnel planning systems using ILOG products. The systems were able to improve service while cutting costs and meeting employees' requests. ■

ILOG System Wins AI Award

The American Association for Artificial Intelligence has announced plans to give Advanced Object Technologies Ltd. the Innovation Application Award for developing the Stand Allocation System (SAS), an ILOG-based application for allocating plane parking at Chek Lap Kok, Hong Kong's new international airport. Each year the association presents 10-20 awards for successfully deployed AI applications worldwide. The award will be given at the 11th Innovation Applications of AI Conference in July 1999. SAS, which uses ILOG Views and ILOG Solver, will be the first application in Hong Kong to receive the award. ■

calendar

April

TeleManagement World
April 13-15 - Hamburg

Inter Airport Asia
April 14-16 - Singapore

Logistics Software '99
April 21-22 - Tokyo

OPL Studio 2.0 Launch
April 23 - Singapore

JESS (Java Enterprise Solutions
Symposium '99)
April 27-29 - Paris

Billing Systems '99
April 27-29 - London

Next Generation OSS
April 27-29 - Chicago

May

INFORMS
May 2-5 - Cincinnati

SAPPHIRE '99
May 2-5 - Nice

SIAM
May 10-13 - Atlanta

LIUP Conference
May 18 - Singapore

World Logistics Congress
May 21-23 - Bermuda

GLOBALCOM '99
May 25-27 - Madrid

TMN Conference
May 25-27 - London

June

Supercomm '99
June 7-10 - Atlanta

JavaOne
June 15-18 - San Francisco

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customer Focus

Safeguarding Worldwide Communications

MCI Plays By ILOG Rules

Rule filtering eliminates almost 85% of alarms going to engineers

Of particular importance to network surveillance and monitoring is the software that checks network alarms. The ability to quickly isolate and prioritize the most critical alarms is a major factor in minimizing potential risks to operations.

"You want to cut down the number of informational alarms that don't require action or are triggered automatically by a non-critical event," explains Jon Spieker, Senior Manager of Network Surveillance Systems at MCI WorldCom and project leader of the Integrated Management Platform for Advanced Communications Technologies (IMPACT), which controls much of MCI's worldwide communications network.

Proactive management

His explanation also explains why MCI selected ILOG Rules, the leading rule-based component system, for IMPACT.

A key component of the platform is the IMPACT Correlation Engine (ICE), a software module that "talks" with individual network elements and, according to Spieker, does "a lot of the grunt work." While ICE was built to reduce the volume of alarms and provide information on critical events, its primary purpose is to detect problems in the network well before they occur. MCI chose ILOG Rules because it could process as

many as 13,000 rules per second and be easily integrated into the network model and existing software. The telecom company has seen a tremendous reduction in the number of system-derived alarms since introducing ILOG Rules to IMPACT in 1998.

"We've eliminated almost 85% of the alarms going to our surveillance engineers," Spieker says.

As the surveillance team generates new requirements based on network requirements or the company's addition of new network elements, the development team can write, test and implement additional rules for ICE without shutting down the system or overhauling it off line.

"With the old system, our fees went up as our network elements increased—but not anymore," Spieker says, explaining a cost-saving advantage of developing and maintaining ICE with ILOG Rules.

The alarm-handling process of IMPACT runs more smoothly than ever before. Because all the necessary tools reside on the engineer's screen, there is no more running to another machine to tap into another



ILOG Rules helps MCI locate faults in networks

system. Individual work segments flow into each other more naturally; alarms trigger trouble tickets; the tickets call for action from field technicians; the technicians are dispatched; and closed tickets are issued when the technicians are finished.

Future Java format

Already Spieker's development team has started working on integrating local transmission network elements into the system and further expanding the platform's capabilities.

"In the next release we're adding a Java-enabled front end to replace the one we have now," Spieker says. "And we'd like to build more intelligence into the ILOG piece. IMPACT doesn't yet find all the needles, but does reduce the size of the haystack." ■