Assurance, Automation and Analytics for the Telco Cloud

Helping CSPs manage Customer Experience in a Hybrid Virtualized Network to deliver agile Digital & IoT services
Assuring quality of Services and Networks through Analytics and Automation to Improve Customer Experience whilst Reducing Network Costs

As networks virtualize and services digitalize, managing customer experience expectations becomes more complex. Communications Service Providers (CSPs) require dependable and future-proof solutions to address the new challenges of the digitalized world. MYCOM OSI provides such solutions, developed by its industry experts together with major CSPs worldwide, for the digital/IoT era and the hybrid – physical and virtualized – networks.

MYCOM OSI is a leading independent provider of Assurance, Automation and Analytics solutions to Tier-1 CSPs including AT&T, Deutsche Telekom, Sprint, STC, Telefónica, Telenor, T-Mobile, Verizon and Vodafone.

Experience Assurance and Analytics

MYCOM OSI’S Experience Assurance and Analytics (EAA) addresses three strategic initiatives of CSPs: managing the Customer Experience, evolving to Network Virtualization (NFV) and exploiting the Digital/IoT ecosystem. EAA enables CSPs to utilize consolidated information from pre-integrated best-of-breed products and solutions: Performance Management, Fault Management, Digital Service Quality Management, Customer Experience, Automation/Orchestration and Network Analytics are integrated and bound by common resource, mediation and visualization layers into a collaborative, big data-based platform. By orchestrating hybrid networks in real-time for QoS, using embedded analytics to drive digital/IoT service management and monetization and building proactivity in the Operation Center, EAA arms the Digital Service Provider to take the challenges of a Telco Cloud environment.

MYCOM OSI Benefits for CSPs

- Utilize an end-to-end independent view of network, service and customer experience, to facilitate collaboration across teams and to establish effective supplier governance
- Proactively detect network and service issues, to enhance end-user experience and to reduce customer churn
- Consistently honor SLAs, to avoid the financial impact of SLA penalties and to improve brand reputation
- Simplify operations via pre-integration and automation/orchestration, to address complexity and to increase operational efficiency
- Make decisions based on network and service/device/customer related metrics, to optimize infrastructure investments and to maximize ROI
- Rely on trusted and proven telecom expertise, to minimize the risk of inadequate solution capabilities and to gain the competitive advantage

MYCOM OSI is headquartered in London UK, has 250+ staff worldwide and has been 100% focused on telecom networks for 25+ years.*

*MYCOM OSI is a trading name of Mycom Software, Inc.
MYCOM OSI EAA provides end-to-end Assurance, bringing together disjointed assurance data into a unified offering that links network performance with service quality and customer experience. MYCOM OSI facilitates proactive network and service assurance, an essential foundation for Customer Experience Management (CEM).

**Network Assurance**

From network performance troubleshooting/optimization to assessing the impact of performance degradations/network outages on end-users in a virtualized/digital/IoT environment, and from new technology introduction to focusing on the causes of network alarms, MYCOM OSI helps CSPs take control of their infrastructure and focus on their customers while reducing Capex and Opex.

**Performance Management**

Scalable and quick-to-deploy network/resource Performance Management solutions, with unrivalled capabilities for pre-specified/ad hoc issue drill-down

**Fault Management**

Flexible and reliable network/resource Fault Management solutions with advanced modeling to minimize the number of alarms from the same equipment fault

**Service Assurance**

MYCOM OSI helps CSPs to drive Service Operations Center (SOC) priorities through cost effective and proactive management of the quality of services in a digital/IoT virtualized service environment, focusing on the revenue-impacting services.

**Digital Service Quality Management**

ProAssure™ is a digital service quality management platform that identifies developing problems in services and resolves them before they impact the customer. ProAssure™ prioritizes SOC operations to focus on revenue-impacting problems, speeding up identification and resolution of critical service degradations and faults in physical, virtualized and IoT networks.

‘... [MYCOM OSI was] the best of the three vendors that we took through an evaluation. Technically, its solution was superior’

Senior Technology Manager, Deutsche Telekom

**Automation/Orchestration**

MYCOM OSI provides flexible Automation/Orchestration solutions built upon solid telecom expertise to support process automation in a supervised/autonomous mode, using expert knowledge and experience from past events, and to orchestrate processes that are inherently too complex to manage manually. MYCOM OSI EAA offering facilitates a more agile and consistent approach to network and service operations.

MYCOM OSI helps CSPs lower Opex through greater operational efficiency and – especially as hybrid networks become reality — manage service quality and customer experience through agile orchestration.

**Analytics**

MYCOM OSI provides Analytics solutions based on years of experience working with leading CSPs, to enable the optimal use of network and service/device/customer data from different sources (including big data stores) at the same time and as part of familiar workflows/processes. MYCOM OSI EAA offering facilitates autonomous, network-relevant and ROI-driven decisions based on technical and commercial metrics.

MYCOM OSI helps CSPs make intelligent use of the wealth of data at their disposal to reveal network utilization and customer behavior insights, enabling new digital services and, through enhanced decision making, increase the return on network infrastructure investments.
MYCOM OSI helps CSPs deploy a Next Generation NOC/SOC by building on the core platforms of Fault Management, Performance Management and Service Management, and adding use case-based solutions. These enable advanced operations in NOC/SOC that:

- Deliver customer centricity
- Enable proactive and preventative operations
- Solve complex incidents with guided diagnostics
- Increase productivity with automation

MYCOM OSI solutions are based on deep telecom expertise and years of experience working with leading CSPs and their Engineering, Optimization and NOC/SOC teams to manage service quality and customer experience in multi-vendor and multi-domain mobile/fixed/converged networks.

‘[With NetExpert], the number of open tickets went down by 38% in 6 months’

Head of OSS, Maxis Communications

‘Great flexibility in our use of network information to the benefit of our subscribers’

Director Technology, Vodafone India

The MYCOM OSI Services teams help CSPs realize the full benefits from their MYCOM OSI solutions in order to meet and exceed business objectives. The flexible and proven MYCOM OSI Services offering – built upon unrivalled telecoms expertise, extensive CSP engagements and years of Service Assurance system (OSS) and MYCOM OSI product experience – delivers what customers need.

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