

MYCOM OSI: The Assurance Cloud Company™

Assurance, Automation and Analytics for the Digital Era, now available as a SaaS offering

Significantly reduce cost, effort and time to deploy carrier-grade assurance systems

Manage digital experiences and hybrid networks without infrastructure constraints or bottlenecks

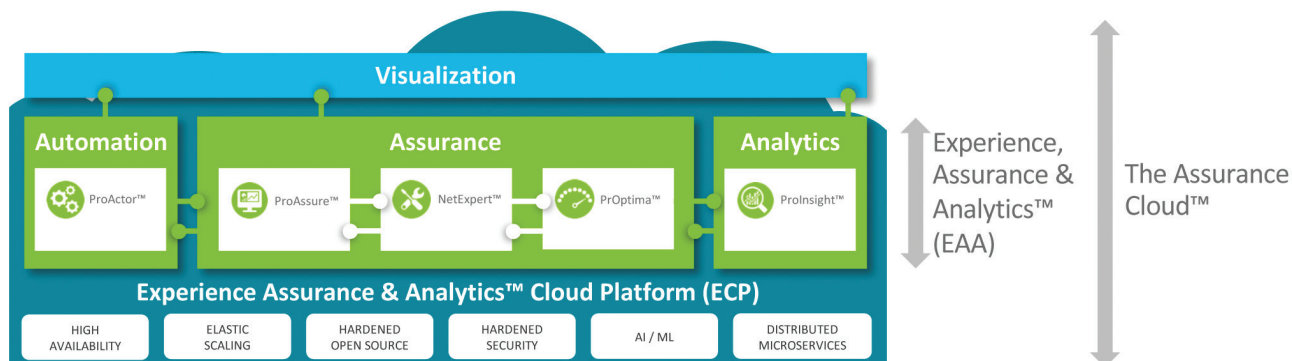
Leverage web-scale carrier-grade automation technology to accelerate digital transformation

Adapt and evolve alongside customers and value chains with unlimited future upgrades



The Assurance Cloud™ - Automating Assurance across hybrid networks, available as a SaaS offering

MYCOM OSI provides award-winning Assurance, Automation & Analytics solutions that address three strategic Communications Service Provider (CSP) initiatives: managing the customer experience, evolving to network virtualization and cloudification, and monetizing Digital, 5G and IoT services. Its flagship Assurance Cloud™ is the telecom industry's first carrier-grade service assurance Software as a Service (SaaS) offering and embeds MYCOM OSI's Experience Assurance and Analytics™ (EAA) suite of cloud applications.



Experience Assurance and Analytics™

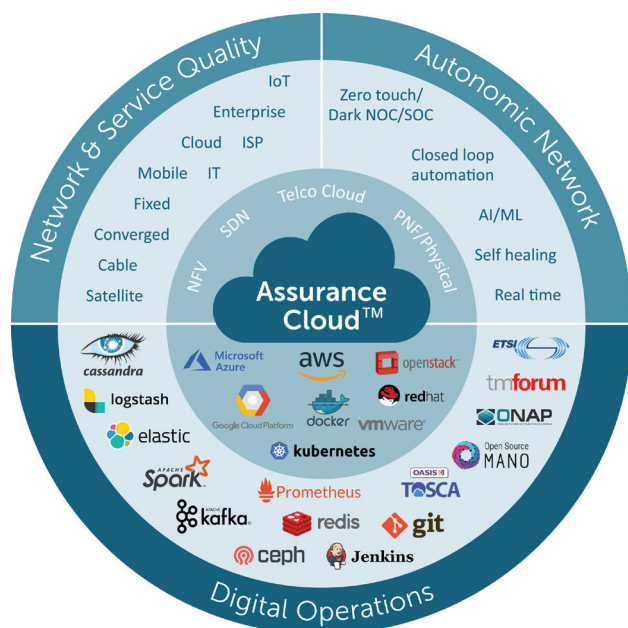
EAA enables the transformation of traditional Network and Service Operations (NOC/SOC) into automated digital operations. It breaks down traditional assurance silos and visualizes, automates and optimizes digital experiences as well as service and network quality across end-to-end hybrid telco and IT networks, by integrating real-time assurance data and functions (service quality and impact management, performance management and fault management) with automation and analytics driven by Artificial Intelligence/ Machine Learning (AI/ML).

The Assurance Cloud™

The Assurance Cloud™ provides MYCOM OSI EAA as a SaaS offering, leveraging the advantages of public cloud, providing a future-proof platform that reduces time-to-revenue and increases automation within a predictable subscription business model, high availability and massive global scalability.

The Assurance Cloud™ Benefits

- Full assurance system deployment, ready to ingest data, in under 1 hour
- Continuous access to the latest assurance features, technologies and systems
- Zero infrastructure management and operations overhead
- Access to massive AI/ML computing resources for increased automation
- Predictable, lower TCO through a flat-fee subscription model
- Open API-driven ecosystem/framework-agnostic interoperability with NFV, SDN, virtualization and Telco Cloud vendors
- Inclusive access to future 5G, IoT and Enterprise network assurance capabilities
- Built-in 4x9s availability with active-active geo-redundancy at no additional cost
- Inclusive on-demand elasticity for handling burst workloads
- Capability to rapidly on-board multinational, multi-brand operations within a centralized or distributed operating model
- The highest levels of security protection measures commercially available



The Award Winning Experience, Assurance & Analytics™ (EAA) suite of applications



Assurance

MYCOM OSI provides end-to-end Assurance, bringing together disjointed assurance data into a single view, linking network performance with service quality and customer experience. MYCOM OSI enables proactive network and service assurance, an essential foundation for Customer Experience Management (CEM).

Network Assurance

Take control of infrastructure and focus on customers whilst reducing Capex and Opex. MYCOM OSI enables optimization and troubleshooting of network performance, assesses the impact of performance degradations and network outages on end users, introduces new technology in less time with higher quality and identifies the causes of network alarms across both physical and virtualized infrastructures.



Performance Management

Scalable and flexible network/resource performance management solutions that empower NOC/SOCs with actionable intelligence end-to-end across all domains, functions and vendors, helping manage complexity and proactively enabling problems to be resolved before they impact quality.



Fault Management

Reduce the data deluge faced by NOC/SOC teams into actionable intelligence, enabling organizations to focus on improving Quality of Service (QoS) and experience via increased efficiency and agility through proactive fault data management with advanced modelling and AI/ML. These capabilities enable management of the increasingly complex multi-vendor multi-domain virtualized networks used to deliver advanced services such as 5G, IoT and SD-WAN.

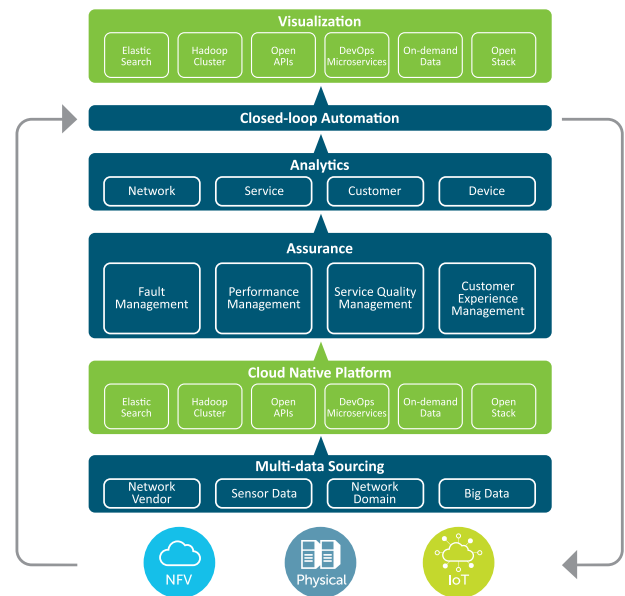
Service Assurance

Cost-effective and proactive management of the quality of services in a digital, virtualized service environment, by enabling key inputs to a Service Operations Center. MYCOM OSI helps CSPs to drive SOC priorities by focusing on revenue and experience impacting issues.



Digital Service Quality Management

MYCOM OSI digital services quality management solution identifies developing problems in services and resolves them before they impact services and customers. Its Service Impact Analysis (SIA) identifies the impact of problems and prioritizes SOC operations to focus on revenue-impacting problems, speeding up identification and resolution of critical service degradations and faults in both physical and virtualized networks.



Automation

MYCOM OSI solutions deliver both open and closed loop automation solutions that meet the needs of CSPs at every stage of migration to DSPs (Digital Service Providers). This can begin with process and operational automation (both closed and open loop), advancing to real-time zero-touch autonomic solutions that require no human intervention based on the ZOOM (Zero-touch Operations, Orchestration and Management) guidelines from TM Forum. The automation solutions deliver operational efficiency, customer experience and agility gains whilst assuring the migration to virtualization.



Analytics

MYCOM OSI EAA Analytics unlock a wealth of data, using AI and ML technologies to enable actionable intelligence about network utilization, service impacts and subscriber behavior. Blending data from many sources, including fault, performance, service and non-network information such as usage, device, spend and tariff, it enables intelligent decision support across many areas of the business.

Benefits include optimization of ROI by investing where the highest return will be based on customer experience or revenue goals, monitoring and reporting on corporate performance for sales organizations, supporting marketing campaigns and determining the uptake and impact of new service launches.



Solutions

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 NOC/SOC teams to be proactive and efficient through high levels of automation, intelligence-led analytics and assurance of highly complex hybrid networks that deliver high levels of quality and customer experience.

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.

'The capabilities which are in MYCOM OSI are unique, which are required to run a mobility business like us, which is complex in the nature'

General Manager, Vodafone India



Services

The MYCOM OSI Services teams help CSPs realize the full benefits from their MYCOM OSI solutions in order to 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.

'We selected MYCOM OSI. It is one of the best performance management systems that we had seen on the market'

OSS Division Head, Globe Telecom

Next Generation NOC/SOC Solutions deliver value in the following areas:

Root Cause Analytics

- MSC Route Performance RCA™
- Sleeping Cell Predictive RCA™
- VoLTE RCA Family™
- Service Quality RCA™
- Service Impact RCA™

Automation

- Special Event Manager™
- Sleeping Cell Autohealer™
- Core Automation Solutions™

Auditing & Optimization

- Value Based Capacity Planner™
- Parameter Auditor™

Analytics

- VoLTE Mute Call Analyzer™
- Service Quality Analyzer™
- Browsing Issue Analyzer™
- Traffic & Capacity Analyzer™
- Worst Cluster Analyzer™

Monitoring

- Early Warning Monitor™
- Special Event Monitor™
- Network Technology Monitors™

Reporting

- National KPI Reporter™
- Multi-Domain Reporter™
- JVCO Reporter™



Delivery & Consultancy

Complete set of services, to successfully deploy the MYCOM OSI solutions and to fully benefit from these solutions after deployment



Training

Comprehensive training courses, customized per user type, to enhance personal development and certification



Support

Various technical support levels, including 5x8 and 24x7, extended application monitoring and managed services

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

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*MYCOM OSI is a trading name of Mycom Software, Inc.