

2 solve

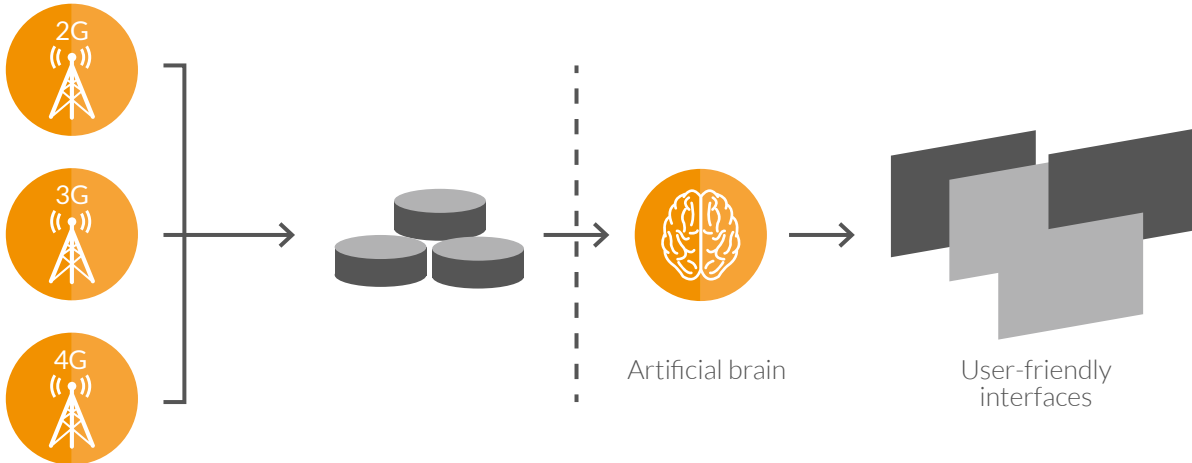
OSS with a brain

Boost Organizational Productivity

Simplify Incident Management

Improve Customer Experience

Network and Data



About 2solve

2solve is an OSS solution using smart algorithms to boost productivity in Network Assurance processes.

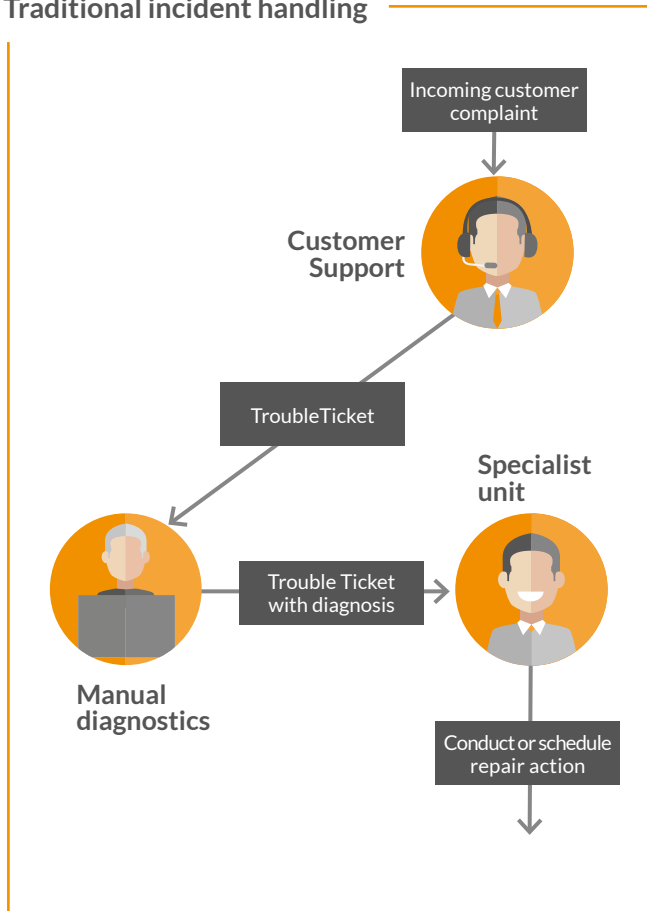
The solution reduces incident handling time and network downtime by enabling personnel in both Frontline Support and Back Office to detect and diagnose network incidents faster. Moreover, the empowerment of Customer Support personnel will lead to a better customer

experience due to effective communication and problem resolution.

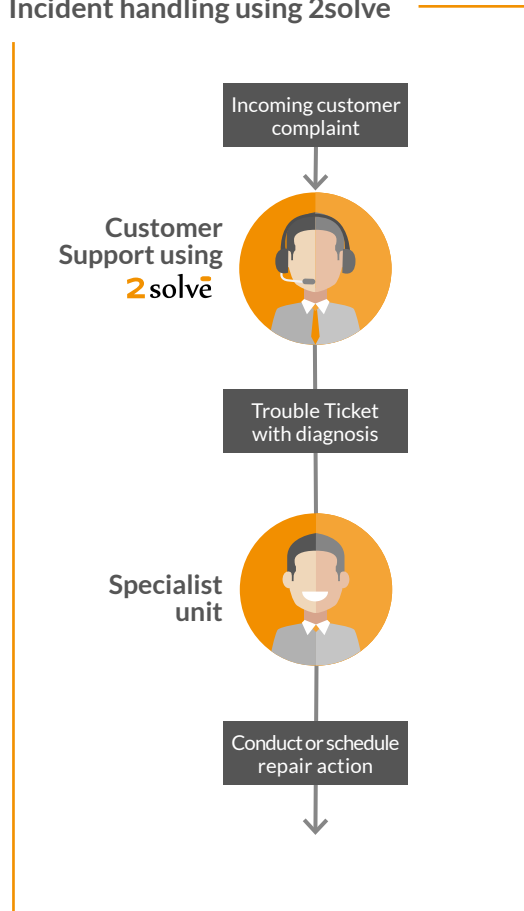
2solve achieves automated incident diagnostics on top of raw PM, FM, and CM data by exploiting advanced statistical algorithms and pre-configured knowledge bases.

Improved efficiency and better customer satisfaction will improve the profitability of your business.

Traditional incident handling



Incident handling using 2solve



Business Case

The three most important metrics for calculating a business case on 2solve are:



1. Faster Incident Handling (reduction of loss): Automated incident diagnostics in 2solve reduces incident handling time by around 30% compared to traditional manual diagnostics. Thereby reducing downtime and loss of revenues.

In a network of 10,000 sites (2G, 3G, 4G) in Europe, the annual revenue per site is typically around Eur 45,000. Estimated 0.1% of sites have a new critical problem every day and the average resolution time is 5 days. This means that on average 50 sites in the network are down because of a critical problem. Roughly, this corresponds to an annual revenue loss of Eur 2.3 million. By reducing the resolution time and thus the downtime by 30% by using 2solve, annual revenues are increased by approximately **Eur 700,000** per year.



2. Customer Satisfaction (churn reduction): Automated incident diagnostics in 2solve reduces the downtime of network elements and thereby the churn from poor network quality.

A network of 10,000 sites with 0.1% new critical problems every day and an average resolution time of 5 days has on average 50 sites down because of a critical problem. A critical problem in one site is estimated to annoy 100 customers per day, and 0.5% of such annoyed customers are expected to cancel subscription (they churn). This amounts to approximately 6700 lost customers or Eur 2 million per year, when each customer is given a value of Eur 300. Such churn loss depends on the number of sites with critical problems. By reducing the resolution time and thereby the number of critical problems by 30% by using 2solve, the value of churn reduction will be approximately **Eur 600,000** per year.



3. Manual Effort Avoidance (saved man hours): Automation reduces the number of involved staff members. In particular, manual screening of incidents can be avoided.

A network of 10,000 sites has on average 0.4% (40 sites) with new problems (critical or non-critical) every day demanding around 20 minutes of manual screening/diagnostics each. Such effort can be automated with 2solve. The cost of technicians is around 40 Eur/hour, and therefore the annual savings will be approximately **Eur 200,000** per year.

Total annual savings from 2solve for a network of 10,000 sites:

**Eur
1.5
million**



Key Benefits:

Improved Network Quality

Automated diagnostics will speed up incident resolution time by around 30%, thereby significantly improving your network uptime and revenue generation.

Empowered Personnel

Simplified understanding of the network status empowers personnel in different departments to communicate more effectively with both the end-customers and the technical personnel.

Increased Customer Satisfaction

Better network quality and better communication with Customer Support will improve the overall experience of your customers, thereby lowering churn rates.

Reduced OPEX

By reducing the number of staff members involved in the troubleshooting process, the overall cost of incident management will decrease.

Efficient Knowledge Sharing

2solve provides pre-configured and vendor-specific knowledge bases for all network technologies in order to achieve automation in the troubleshooting process. These may be further refined by your technicians thus generating valuable knowledge which can be effectively shared within the organisation.

Customer references



See our video demonstration

About 2operate

2operate is an innovative Danish company that specialises in advanced, cost-effective Operations Support Systems (OSS), with reference installations and satisfied customers worldwide. 2operate solutions are specially designed to supplement and leverage existing OSS tools, paving the way to much faster incident handling as well as

greater efficiency and simplicity in network operations – all making for less downtime, improved customer satisfaction metrics and better profit margins.

Would you like to know more?
Call us or send an email today!

2operate

Niels Jernes Vej 10 | DK-9220 Aalborg Ø | Denmark | info@2operate.com | +45 96 35 61 50

www.2operate.com

Reference statements

» We want to ensure the best possible network connectivity and quality for all our customers. The 2solve solution is widely used in our organisation among engineers, technical supporters, managers, and even sales people. It **helps us to better understand how the network is currently performing** and to proactively discover and fix problems before they have an impact on customers.

Henrik Kofod,
CTO, Telia Denmark

» We evaluated 2solve over a three-months period, and the solution met expectations on our measured parameters. In particular, 2solve makes service and network data available to more staff members, what makes **2solve a common working tool between divisions.** During the evaluation period, **2operate also proved to be very effective in reacting to our demands and requests.**

Gunars Danbergs,
Technical Director, LMT

» At Tele Greenland we have a strong focus on placing the customer at the centre of everything we do, and the way that **2operate makes network data more available to staff members in customer support is just perfect for us.**

Kristian R. Davidsen,
CEO, Tele Greenland

» While the currently available OSS solutions are shown to be providing network operators with data and alerts, **2solve implements a strong reasoning engine.** The solution reduces the backend staff workload by addressing most of the technical glitches, which can be then handled by non-technical staff in Customer support. **2operate is at a greater advantage than its competitors to fetch a more robust ROI in terms of cost and response time.**

Sathya Vendhan G,
Research Analyst, Technical Insights
at Frost & Sullivan

