Next Generation Service Assurance, Automation/Orchestration, and Analytics Solutions

Connecting Customers, Services and Networks to Improve Network Service Quality whilst Reducing Network Costs
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As networks become larger and more complex to manage while cost pressures and customer expectations for service quality rise, Communications Service Providers (CSPs) require dependable and future-proof solutions to address the challenges they face. MYCOM OSI provides such solutions, developed by its industry experts together with major CSPs worldwide, for the ‘Smart World’ era and the advent of hybrid – physical and virtual – networks.

MYCOM OSI is a leading independent provider of Next Generation Service Assurance, Automation/Orchestration, and Analytics solutions to Tier-1 CSPs including AT&T, Deutsche Telekom, Maxis, Sprint, STC, Telefónica, Telenor, T-Mobile, Verizon and Vodafone. Its telecom-centric solutions, which include Performance Management, Fault Management, Service Management, Automation/Orchestration, and Network Analytics:

- create intelligence out of billions of disparate data across vendors, technologies and domains
- align network, service and customer teams
- empower users with flexibility and autonomy from vendors
- deliver efficiency through automation/orchestration capabilities

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

‘The best thing [about MYCOM OSI] is that they are vendor-independent, they are focused, and they are forward-looking’

Senior Technical Advisor, Telenor Group

MYCOM OSI Benefits for CSPs

- 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
- Roll out new technologies/equipment in a right-first-time manner, to differentiate service offerings and to add new revenue streams
- Simplify operations via system consolidation and automation/orchestration, to address complexity and to increase operational efficiency
- Utilize a single independent view of network and service performance, to facilitate analysis across teams and to establish effective supplier governance
- Make decisions based on network and service/device/customer related metrics, to optimize infrastructure investments and to maximize ROI
- Rely on trusted and proven expertise, to minimize the risk of inadequate solution capabilities and to gain the competitive advantage

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

MYCOM OSI provides carrier-grade Service Assurance solutions, bringing together disjointed data sources into a unified offering that links network performance with service quality and customer experience. The next generation MYCOM OSI offering facilitates proactive service assurance, and is an essential foundation for CEM (in particular, Customer Problem/Impact and Quality of Experience Management).

From network performance troubleshooting/optimization to assessing the impact of service degradations/outages on end-users, 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 and Service* Performance Management solutions, with unrivaled 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 Management
Flexible Service (Problem/Impact and Performance/Quality) Management solutions that focus on service quality and the impact of resource issues

Network 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. The next generation MYCOM OSI offering facilitates autonomous, network-relevant and ROI-driven decisions based on both technical and commercial metrics.

MYCOM OSI helps CSPs make intelligent use of the wealth of data at their disposal to reveal network utilization and subscriber behavior insights and, through enhanced decision making, increase the return on network infrastructure investments.

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. The next generation MYCOM OSI 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 in a transparent orchestrated manner.

‘... [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

www.mycom-osi.com
Products

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

NIMS-ProOptima™ supports efficient network planning, analysis and optimization to help CSPs view, analyze, and optimize customer experience through near-real-time Performance Management. With protocol-independent event management support and advanced policy/service modeling, NetExpert™ delivers Fault and Service Impact Management to help CSPs view, diagnose, and prioritize issues in real time to deliver optimal customer experience.

'S[With NetExpert], the number of open tickets went down by 38% in 6 months'
Head of OSS, Maxis Communications

NetExpert™

ProOptima drives automated operations and the end-to-end service orchestration of complex physical/hybrid networks. ProInsight™ focuses on Network Analytics to enable unique insights and network- and ROI-relevant decision making, based on the integrated use of technical and commercial data (including data from big data stores).

'S[With NetExpert], the number of open tickets went down by 38% in 6 months'
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Services

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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