Next Generation Assurance, Automation and Analytics

Helping CSPs manage Customer Experience, evolve to Network Virtualization and deliver Digital/IoT services
As networks become larger and virtualized, services become more complex to manage and customer experience expectations for service quality rise, Communications Service Providers (CSPs) require dependable and future-proof solutions to address the new challenges of the smart digital world. MYCOM OSI provides such solutions, developed by its industry experts together with major CSPs worldwide, for the digital era and the advent of 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, Maxis, Sprint, STC, Telefónica, Telenor, T-Mobile, Verizon and Vodafone.

Experience Assurance and Analytics

MYCOM OSI’s Experience Assurance and Analytics (EAA) blueprint addresses three strategic initiatives of CSPs: managing the Customer Experience, evolving to Network Virtualization (NFV) and exploiting the Digital/IoT ecosystem. By pre-integrating best-of-breed products and solutions for Performance Management, Fault Management, Digital Service Quality Management, Customer Experience, Automation/Orchestration, and Network Analytics into a collaborative, big data-based platform that is tightly integrated and bound by common resource, mediation and visualization layers, it enables CSPs to utilize consolidated information to address these challenges. By leveraging network operations as a pivot to drive customer experience, orchestrating hybrid networks in real-time for QoS, using embedded analytics to drive digital/IoT service management, and finally building proactivity in the NOC/SOC, it arms the CSP to take the challenges of a digital service environment.

Experience Assurance and Analytics Benefits:

- Capex efficiency through pre-integrated network, service, customer assurance and big data analytics
- Agile service launch using orchestration across hybrid NFV networks
- Multi-team efficiency from collaborative platform for technical, marketing and care teams
- Customer insights and network monetization with predictive analytics
- Increased employee productivity by closed-loop automations
- Cloud-based, scalable, secure, network-independent platform
- New technology-ready (NFV, VoLTE, IoT)

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.
Assurance

MYCOM OSI 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 CEM.

Network Assurance

From network performance troubleshooting/optimization to assessing the impact of performance degradations/network outages on end-users in a virtualized/digital 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

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

Digital Service Quality Management

ProAssure™ is a digital services 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 both physical and virtualized 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. 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.

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, enabling new digital services and, through enhanced decision making, increase the return on network infrastructure investments.
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 advanced operations in NOC/SOC that:

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

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.

Delivery & Consultancy

The 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

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Next Generation NOC/SOC Solutions

Customer centricity
- Wireless Corporate Customer Impact™
- Fixed Broadband Corporate Customer Impact™
- Service Impact Management™
- Value-based Prioritization™

Proactive and Preventative
- Wireless Traffic and Capacity Analyzer™
- Parameter Auditor™

Guided Diagnostics
- Worst Cell Analyzer™
- Worst Cluster Analyzer™
- Mobile Backhaul Analyzer™

Automation
- Special Event Management™
- Parameter Auto-Corrector™
- Automatic Recovery Workflows
- Service Assurance-driven NFV Orchestration

‘Great flexibility in our use of network information to the benefit of our subscribers’
Director Technology, Vodafone India

‘With NetExpert, the number of open tickets went down by 38% in 6 months’
Head of OSS, Maxis Communications