mycomOSI

DATASHEET
EAA 3.0
Cloud Native Assurance, Automation and Analytics

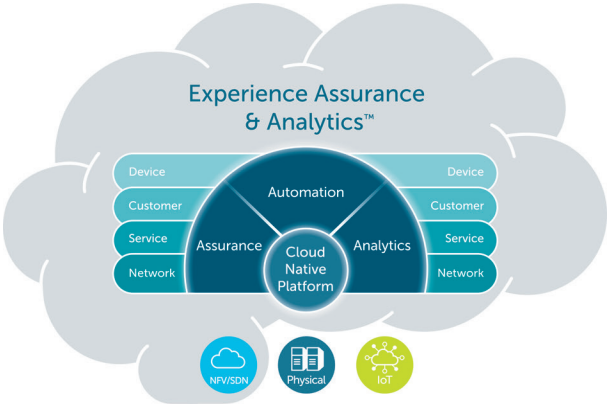
MYCOM OSI's Experience Assurance and Analytics™ (EAA) portfolio enables Communications Service Providers (CSPs) to address three strategic initiatives as they transform into Digital Service Providers (DSPs): managing customer experience, evolving to network virtualization (NFV) and exploiting the Digital Service and IoT ecosystems.

MYCOM OSI's cloud native EAA optimizes network and service quality of hybrid (physical and virtual) networks by pre-integrating real time assurance data and management functions (service quality management, performance management and fault management) with automation and analytics driven by AI/Machine Learning.

In addition, EAA provides assurance-driven closed loop network automation that directs orchestrators (in virtual networks) and configuration management (in physical networks) to make changes to optimize end-to-end network and service quality.

Key capabilities include:

- **MYCOM OSI EAA Assurance** provides end-to-end real time assurance, unifying disparate assurance data into a single solution that links network performance with service quality and customer experience, to provide actionable intelligence for physical and virtual hybrid networks delivering dynamic digital services
- **MYCOM OSI EAA Automation** provides open and closed loop automation/ orchestration to support process automation in a supervised/autonomous mode, automating and orchestrating processes that are too complex to manage manually. It also provides assurance driven end-to-end closed loop automation directing orchestrators (virtualized networks) and configuration management (physical networks) to automate changes required to meet QoS and SLA objectives
- **MYCOM OSI EAA Analytics** provides insights by exploiting the wealth of data available to CSPs from network, data lakes, events and non-network data such as tariff, spend and customer type. This reveals previously hidden issues and problems and enables business and quality driven intelligence, including investment optimization, predictive maintenance and planning, to ensure customer experience and quality are maintained
- **MYCOM OSI EAA Cloud Platform** adopts microservices, containerization and DevOps Continuous Integration (CI)/Continuous Delivery (CD) processes to increase solution resilience, scalability, performance and agility whilst reducing Capex and Opex. This helps CSPs in assuring the network and dynamic digital services in real time, conducting root cause analysis accurately and reducing Mean Time to Resolution (MTTR) of customer impacting issues



BENEFITS

- **Improve Customer Experience**

  EAA end-to-end visibility provides proactive operations enabling preventative maintenance and shortening MTTR, improving service quality and efficient data sharing across your organization

- **Reduce Capex and Opex**

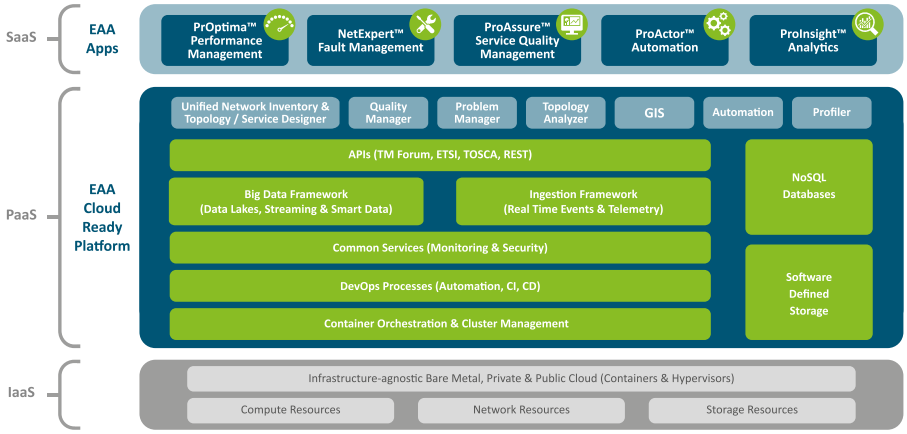
  EAA cloud native architecture, DevOps deployment and end-to-end visibility reduce Capex and Opex via reduced system cost, lower installation and operational costs versus traditional assurance solutions

- **Improve Operational Efficiency**

  EAA automation of operational processes and tasks, along with root cause analysis, manages complexity and enables operations to meet upcoming efficiency demands

- **Increase Agility**

  EAA automated onboarding and discovery of inventory, topology and catalogs enables rapid service assurance of dynamic digital services and networks



KEY FEATURES

Integrated end-to-end preventative, predictive and proactive assurance

- Single solution suite that integrates fault, performance and service quality management
- Proactive dynamic thresholding and analysis to prevent performance degradation and faults
- Network/service history to understand behavior patterns
- Service model-based preventative SLA management
- Automated root cause analysis

Unified Network Inventory and Topology

- Provides a shared data architecture shared by all EAA products to collapse the traditional silos between fault management, performance management and service quality management
- Automated continuous discovery and onboarding of Network Service Catalogs/Descriptors
- Automated Ingestion of Network Service and VNF (Virtual Network Function) inventory
- Enables VNF monitoring whenever required as networks scale
- Enables VIM (Virtual Infrastructure Manager) resource monitoring
- Delivers root cause analysis of resource usage, scaling, closed loop verification of actions and links Virtual Machine (VM) and VNF performance
- Flexible managed information model for network topology modeling
- Physical and logical inventory mediation (network and IT)
- Data governance and service lifecycle orchestration support

Intuitive use models

- Web-based dashboard views for custom maps and graphics with real time auto-refresh or user computed reporting
- User-friendly look and feel comprising maps, charts, gauges and other graphics with near real time historical data for informed decision making at all organizational levels
- Simple extensive navigation within reports (roll-up/drill-down on service hierarchy and groups, KQI/calculation and time axis) and across reports (suggestions) in web/desktop client
- Alert manager for real time alerting and alarm resolution
- Single pane of glass use model with cross app integration and triggering to simplify analysis

Open, intuitive datamining framework for analytics

- Data collation of diverse data sources: OSS, BSS, and Big data
- Framework for abstraction of petabyte-scale data
- Open APIs for querying data
- Slice-and-dice network, service, customer and device

Assurance driven closed loop automation

- Closed loop interaction and enrichment of orchestration systems
- Closed loop actions with third party systems (Configuration Management, Network Management System, SON, MANO, and others)
- Closed loop automated diagnostic and root cause analysis
- Real time feedback of automated actions

Cloud Native Solution

- Infrastructure agnostic solution that enables high availability, scaling and flexible deployment at lower cost and complexity than appliance-based solutions
- Continuous integration and delivery via DevOps Operations results in greater agility and stability with reduced TCO
- Open APIs and standardised services (JSON, Kafka) reduce integration burden and cost
- Compatible with next generation IT ecosystems, including data lakes, IoT management platforms, inventory systems and Lifecycle Service Orchestration (LSO)

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. 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.

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