Enterprise Assurance Solutions

Helping CSPs to deliver high-capacity and high-reliability enterprise services

> *MYCOM OSI's offering dovetails nicely to our vision of differentiating Globe from our competition through better customer experience and delivers key capabilities in our digital transformation efforts. The solution offers us proactive service quality and customer impact.*
>
> Joel Agustin, Globe SVP and Head of Network Planning and Engineering, Network Technical Group, Globe Telecom

Helping CSPs to deliver high-performance enterprise services

MYCOM OSI's Enterprise Assurance Solutions give CSPs the competitive edge in deployment of new mobile broadband, IP-VPN, IPTV, or SD-WAN services for enterprises by reducing the cost, time-to-market and operational complexity while protecting existing revenue streams. Delivered on-demand from the cloud, pre-integrated with most network deployments and bundled with targeted outcome-based use cases, the Enterprise Assurance Solutions eliminate months of deployment time and cost and are proven at some of the world's largest and most complex Tier-1 CSP networks.
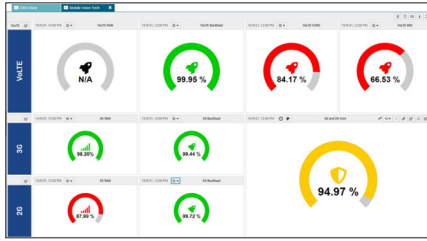
The drivers for enterprise assurance are based on the CSP's needs to:

- Understand the experience of its customers for premium and business-critical services, such as mobile broadband, mobile data and enterprise services
- Identify performance problems before the customer experience is impacted
- Assess how many customers per service are impacted and how remediation should be prioritized
- Respond to enterprise demands on performance and reliability of service
- The need for enterprises to ensure that CSPs deliver upon their SLAs to meet their business needs

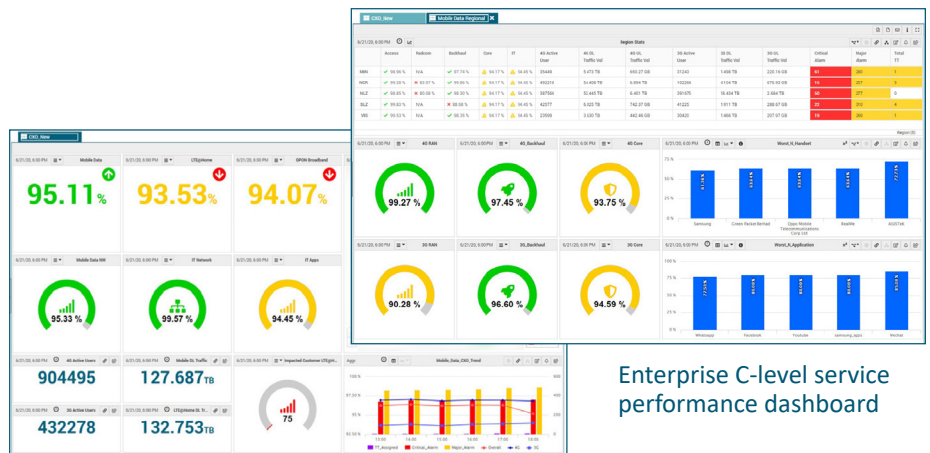Enterprise mobile data service performance dashboard
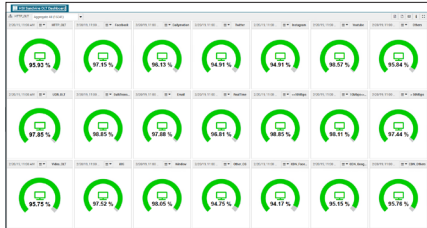
IP-VPN service performance dashboard
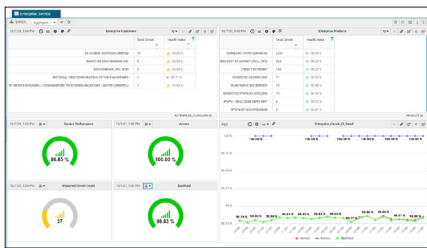
Enterprise portal

End-to-End Assurance for Enterprise Services

The Enterprise Assurance Solutions enable CSPs to maintain high performance for their corporate and enterprise networks covering the entire network with a single solution, identifying problems before the users are impacted. Its cross-domain network performance management platform provides large CSPs with the visibility and scale to deliver, assure, troubleshoot and optimize complex, distributed and virtualized services. Built for enterprise services that need real-time, end-to-end visibility of the network, and services, MYCOM OSI's Enterprise Assurance Solutions empower CSPs as they rollout new enterprise services. Enterprise Assurance Solutions drastically reduce mean-time-to-locate performance problems and MTTR.

Enterprise C-level service performance dashboard

Regional mobile broadband service dashboard

Solutions for Enterprise Assurance

MYCOM OSI has developed the streamlined, purpose-built Enterprise Assurance Solutions keeping the complexities of enterprise network and service assurance in mind, while ensuring that services are differentiated for the customer, simple to assure for the operator, and resource-efficient for the network. Enterprise Assurance Solutions support CSPs with a single-pane-of-glass, identifying problems before the enterprise customers are impacted, providing visibility of the enterprise SLAs. They also offer service performance status to the enterprise through an enterprise portal. Some of the enterprise services that the Enterprise Assurance Solutions support are:

- Enterprise services
- Wholesale services
- IPTV
- Mobile Broadband
- Consumer Broadband
- IP-VPN
- VLAN
- SD-WAN
- SLO/SLA Management
- Enterprise Portal

1.   Enterprise business services
2.   Wholesale business services
3.   IPTV
4.   Mobile broadband
5.   Consumer broadband
6.   IP-VPN
7.   VLAN
8.   SD-WAN
9.   SLO/SLA management
10.   Enterprise portal

mycomOSI

An industry-agnostic assurance solution applicable to all industry verticals (Industry 4.0, remote healthcare, connected automotive etc.)

Identifies enterprise resource issues so that slice allocations can be orchestrated by third party to maintain QoS and SLA guarantees.

Enables proactive, real-time identification of service quality and customer impact analysis, providing visibility of the enterprise SLAs, and correlating network issues to enterprise experience.

Key Features

High Scale
Supports billions of transactions per day and multi-terabyte packet capture to support enterprise scale service management and troubleshooting.

Service Quality and Customer Impact
Service quality analysis offers proactive, real-time identification of service quality, including inventory and topology management. Customer impact analysis correlates network issues to the end.

Converged IT and Network Assurance
Uses triple correlation between fixed/mobile network, IT network and applications for accurate remediation. With a single pane of glass, identifies performance across different networks of the CSP that support an enterprise service.

Trouble Ticketing Automation
Automates trouble tickets by collating multiple trouble ticket sources, and dispatching to expert groups for intelligent RCA and automated remediation.

Top N Customer View
Based on data correlated from multiple sources and resulting analytics, the solutions offer a view of the most impacted services and customers and their regional locations.

SLO/SLA Reporting
Through service SLO/SLA visibility, the solutions allow open communication, align investment and enhance end user experience. With SLA monetization solution, CSPs can monetize the performance of their networks and services.

Enterprise Portal
Offers mapping of network resources with enterprise services for a customized view of the network and the service. This includes dashboards and map views for the enterprise with SLA visibility.

Benefits

Reduces deployment effort with ready-to-use solutions
Bundles the most advanced performance management capability into ready-to-use pre-integrated solutions.

Reduces deployment time with a unique SaaS approach
Powered by the multi-award-winning SaaS, the solutions can be activated in under an hour.

Improves performance with greater scalability
Leveraging the footprint of the public cloud, the solutions automatically scale for high availability/performance even in extreme conditions.

Allows usage flexibility and business agility
Based on a shared cloud platform, the solutions can be extended to a full Assurance Cloud™ deployment as enterprise services evolve.

Automation benefits
The solutions reduce the MTTx through automation of trouble ticketing. Mapping of all CSP processes into the service impact analysis algorithms creates a high level of automation.

Enterprise Portal
Offers Service SLA visibility through customized enterprise portals.

> *MYCOM OSI provides a dynamic, scalable and reliable solution that we can depend on to offer competitive IP broadband service SLAs to corporate customers.*

VP Network Assurance & M2M Platform, Deutsche Telekom

Enterprise Assurance Solutions – Powered by the Assurance Cloud™

MYCOM OSI's Enterprise Assurance Solutions are powered by the Assurance Cloud™. Proven to reduce TCO, accelerate TTM and support increased automation at the world's largest, most complex networks, the Assurance Cloud™ is the world's first fully cloud-native network and service assurance software-as-a-service (SaaS) offering. The Enterprise Assurance Solutions enable CSPs to launch and assure differentiated enterprise services, with lower TCO and in a fraction of the time compared to traditional service assurance solutions.
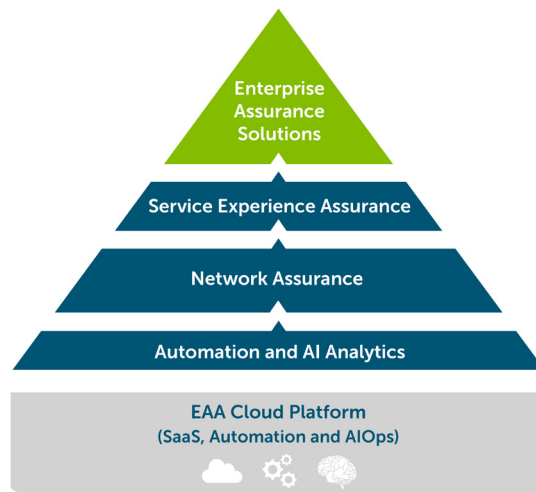
Connect with us

For a personal demo and discussion about how the Enterprise Assurance Solutions can benefit your business.

Contact us   **Follow us**

Enterprise
Assurance
Solutions

Service Experience Assurance

Network Assurance

Automation and AI Analytics

EAA Cloud Platform
(SaaS, Automation and AIOps)

About MYCOM OSI

MYCOM OSI is a leader in Network Assurance and Service Experience Assurance solutions powered by predictive and generative AI-based Analytics and Automation capabilities enabling Communications Service Providers (CSPs), Managed Service Providers (MSPs) and enterprises to launch and manage mobile and enterprise services with high performance, at scale. Its telco transformation solutions are based on 25+ years of experience and expertise gained at the world's largest, most diverse and most complex networks.

Regional Offices

United Kingdom
6th Floor
2 Kingdom Street
London W2 6BD
United Kingdom

t: +44 1753 213 740

Asia Pacific
30 Cecil Street
#19-08 Prudential Tower
Singapore 049712

Middle East & Africa
9th Floor Aurora Tower
Dubai Internet City
P.O. Box 502 533 Dubai
UAE

USA
9245 Laguna Springs Drive,
Suite 200, Elk Grove,
Sacramento, 95758,
California,
United States of America

Europe
2eme etage Defense Plaza
17-27 Rue Delariviere Lefoullon,
92800 Puteaux
France

t: +33 1 41 97 48 00

India
7th Floor, Building 8 B,
DLF Cyber City.
Gurgaon, 122002
Haryana
India

t: +91 124 450 8000

A multi-award-winning Assurance vendor

With over 25 years experience, MYCOM OSI is recognised as the leading service assurance provider.