AIOps Solutions

Helping CSPs assure their networks with predictive expansion and automated remediation

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MYCOM OSI's AIOps Solutions offer communications services providers (CSP) intelligent assurance through prediction of network and service problems, such as predictive expansion of network resources, remediation of common faults and preventative maintenance. MYCOM OSI's AIOps Solutions are designed and architected for complex disaggregated 5G networks that require large data processing and intelligent assurance. The AIOps solutions avoid complex customization and configuration while leveraging advanced capabilities developed for over 25 years.

Benefits

Improves capacity planning
Reduces congestion by identifying symptoms of future congestion and improves resource utilization by accurately managing resource allocation

Optimizes Field Operations
Reduces engineer call-outs by pre-emptively resolving faults and improving accuracy of root-cause identification

Increases NOC/SOC efficiency
Reduces MTTx (Identify, Diagnose and Repair) by automating root-cause identification and reducing tickets volume by predictively automating the management of issue resolution

Allows better system maintenance
Reduces systems maintenance by automating threshold adjustment

The drivers for AIOps Solutions are based on the CSP's needs for:

- Optimal investments into network infra for capacity and coverage expansions
- Operational accuracy through a reduced Mean Time to Identify, and a guaranteed accuracy of Root Cause Analysis, followed by proactive remediation
- Timely identification of the service affecting problems in the network
- Improvement of the customer QoS/QoE by improving the reliability of services
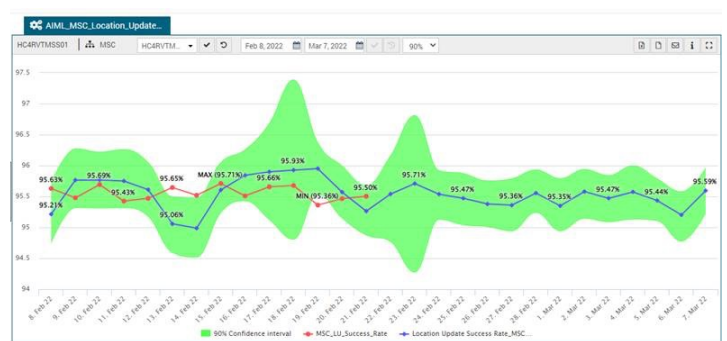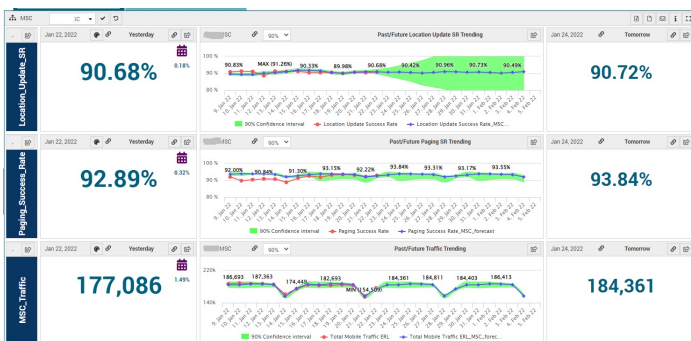
MYCOM OSI's AIOps Solutions

MYCOM OSI developed the purpose-built AIOps solutions* to proactively identify potential network problems. The solutions based on the AWS Telco Lake bring together specific expertise and capabilities to offer AI-based KPI anomaly detection for 4G/5G RAN, predictive capacity and congestion forecasts, and enable CSPs to create their own AIOps use cases. They also reduce field engineer call outs by pre-emptively resolving faults and improving accuracy of root-cause identification. The solutions offer preconfigured use cases (see below) for specific scenarios, including KPIs, dashboards and automation workflows:
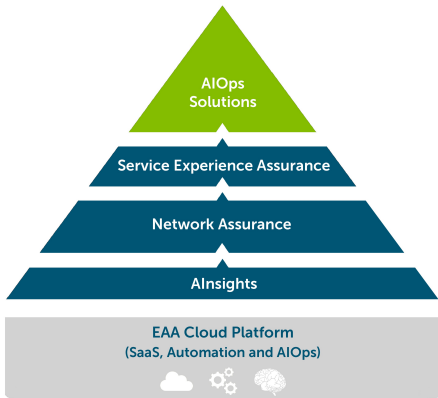
1. Forecasting for Coverage and Capacity
2. Predictive anomaly detection
3. Root cause prediction and scoring
4. Build Your Own AIOps Solution

MYCOM OSI's AIOps Solutions are designed to support the CSP in alleviating coverage and capacity problems through predictions for 4G RAN, 5G RAN and Core/IMS Traffic prediction:

- Anticipation of network coverage bottlenecks and identification of typical key contributors, using forecasted values and their confidence interval
- Predicting capacity demands or signs of an approaching traffic peak to maintain high-quality services for customers for proactive identification of hot spots and proactive monitoring
- Proactive operations and network capacity planning using an effective forecast method to reduce network congestion

*The AIOps Solutions with their complete capabilities as SaaS are available by Dec 2022

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AIOps Solutions

Service Experience Assurance

Network Assurance

AInsights

EAA Cloud Platform
(SaaS, Automation and AIOps)

Advancing service assurance to autonomic assurance

Designed to address specific service assurance challenges, the solutions can also be extended into advanced, AI/ML-driven automation scenarios alongside evolving business requirements.

Operational Accuracy

Guaranteed RCA accuracy to ensure trust from users and ability to trigger appropriate remediation.

Empowers CSPs

Enables CSP to empower their citizen data scientists with Build-Your-Own capabilities and build use cases as required.

Service assurance in the public cloud

Partnership with Amazon Web Services (AWS) and its own powerful cloud products, the AIOps Solutions within the Service Assurance package provide a proven on-ramp into the public cloud.

KEY FEATURES

Forecasted coverage
- Advanced forecasting for coverage includes network usage pattern, network flow, coverage Root Cause Analysis and GIS visualisation.

Forecasted capacity
- Advanced forecasting for capacity includes trend analysis by network, vendor, region, provinces, worst deprived eNodeBs, and eCells customer experience.

Predictive anomaly detection
- AI-based KPI anomaly detection for mobile Core and 4G/5G RAN includes automated thresholding and anomaly detection.

Root cause prediction and scoring
- Root cause prediction and scoring by leveraging more comprehensive, accurate and efficient identification of root causes, using network, service, trouble-ticketing, and customer data.

Build Your Own use cases
- Enables CSPs to create their own AIOps use cases, such as capacity prediction, QoS prediction, RCA prediction, preventive maintenance, and closed loop remediation.
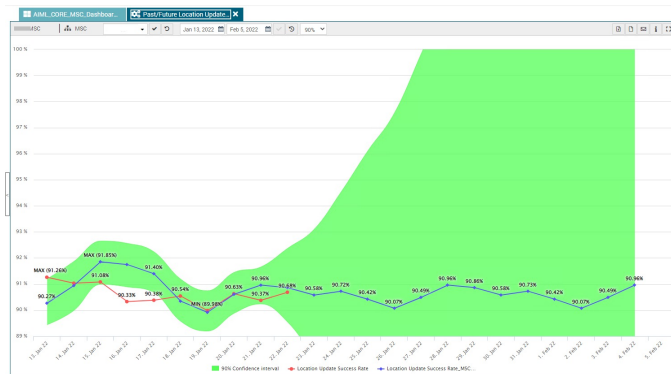
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Powered by AWS

MYCOM OSI's AIOps Solutions, in conjunction with the AWS Telco Lake, uses AWS AI/ML analytics services, leveraging telecom-relevant datasets. The AIOps Solutions are offered on a fully cloud-native network and service assurance software-as-a-service (SaaS) offering. This enables CSPs to launch and assure differentiated services, with lower TCO and in a fraction of the time compared to traditional service assurance solutions.

Get started today with a personal demo and discussion about how the AIOps Solutions can benefit your business.

About MYCOM OSI

MYCOM OSI is a leader in Network Assurance and Experience Assurance solutions that enable 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.

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