

Automation Solutions

Enabling Telcos to automate their Operations Center

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MYCOM OSI's Automation Solutions provide Communications Service Providers (CSPs) automated process workflows driven by out-of-the-box algorithms and AI, so that mobile, broadband and enterprise services can be efficiently delivered, reducing operational complexity and time-to-market. The Automation Solutions improve network/service performance through predictive analytics and error-free reliable operations. Delivered on-demand from the cloud, pre-integrated with most network deployments and bundled with targeted outcome-based use cases, MYCOM OSI's Automation Solutions are designed and architected to support complex disaggregated networks to minimize errors introduced through manual operations and to simplify the operations.

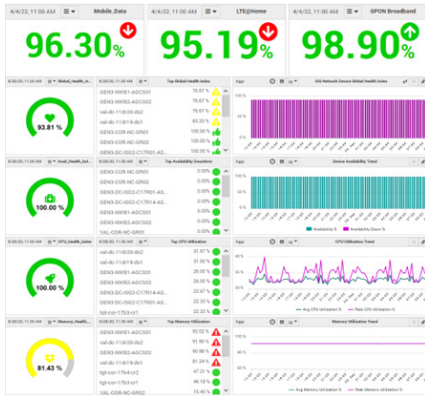
The drivers for MYCOM OSI's Automation Solutions are based on the CSP's need to:

- Deliver high performance and high reliability connectivity services and to reduce manual reactive operations
- Automate operations and increase workforce productivity at low budgets
- Simplify complex investigation and analytical tasks in complex disaggregated networks
- Detect and resolve network and service problems faster
- Orchestrate and assure network slices to support industry use cases, such as connected automotive, remote healthcare and robotic factories

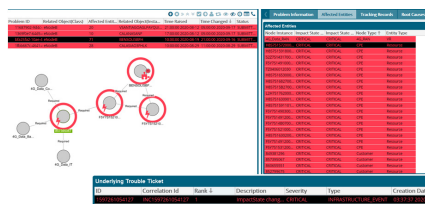


To enhance our technology performance architecture, we integrated MYCOM OSI's hyperautomation solution to build an award-winning case and other similar use cases. Hyperautomation and AI are at the heart of digital transformation for operations efficiency. We want to accelerate our digital transformation through a robust foundation for innovation by working closely with partners like MYCOM OSI.

Zeyad Saud Abuhelal,
App & Core performance director,
etc.



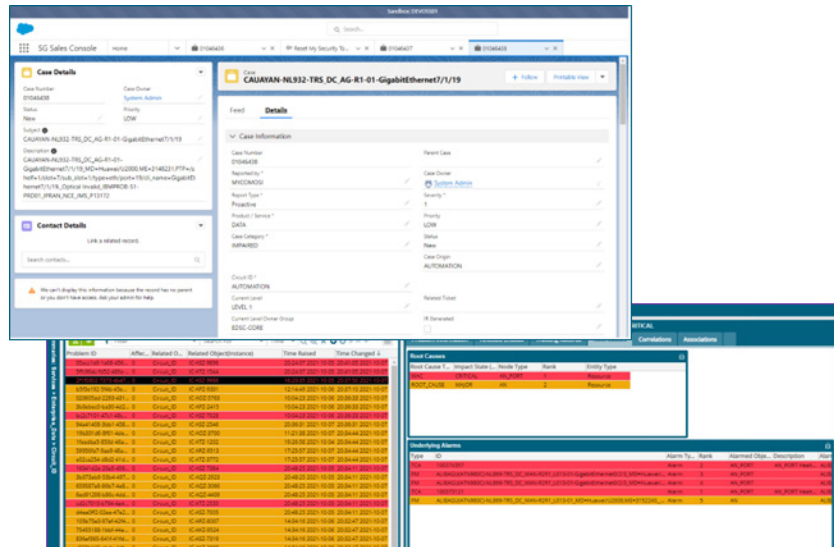
Auto correlation of IT, network and service data



Service impact and ticketing automation

Service model-driven Automation

Several MYCOM OSI Automation Solutions are based on out-of-the-box algorithms that automate the processes in an Operations Center for multi-vendor and multi-domain networks. This helps in automating service onboarding and service impact analysis for new services, through off-the-shelf service models, automated inventory and topology. The solutions enable multi-team efficiencies by auto-correlating performance data and alarms from IT, network, and service domains. Using rules and service models, trouble ticketing process is also automated.



Automating trouble tickets to third-party Trouble Ticketing systems

AI-driven Automation






AI is recognized as an efficient mechanism for network and service automation. With AI, not only is a vast amount of data processed efficiently, but operational errors are also reduced.


Using AI, CSPs can forecast performance of the network and detect anomalies in advance. This predictive information is fed to all Automation Solutions to improve the accuracy of their outcomes (eg. Auto ticketing, RCA, Auto correlation etc). CSPs can carry out predictive root cause analysis to speed up troubleshooting, prioritize resolution and automatically identify the next best actions for remediation. These recommendations can be activated through closed loop automation.

MYCOM OSI Solutions for an Automated Operations Center


The key Automation Solutions for Operations Centers are:

1. Automated onboarding for accurate service impact analysis
2. Auto-correlation of IT, network and service performance KPIs and alarms
3. Automation of trouble ticketing process
4. Automation of root cause analysis leading to auto-remediation
5. Automation of the monitoring of service level agreements (SLAs) for enterprise services


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With the introduction of automation in NOC (Network Operations Centre) and SOC (Service Operations Centre), CSPs expect to monetize consumer and enterprise services faster.



Increased network complexity can be mitigated through automated assurance.



Quality of premium fixed and mobile services can be monitored in an automated manner, enabling a zero-touch NOC/SOC for CSPs.

Key Features

Automated Workflows

Service-model driven automated workflows correlate data sources to detect outages and provide corrective actions via alert triggers to allow for knowledge/domain-based validation, automated troubleshooting, analysis, active testing and/or remediation.

AIOps Augmentation

AI for policy driven automation, and predictive remediation to support auto-ticketing and reduction in trouble ticket volumes.

Trouble ticketing Automation

Automatic notification of a degradation, automated ticketing by integrating with multiple ticketing platforms and automated dispatch to specific expert groups and automated remediation.

Automated on-boarding for accurate service impact analysis

Automated onboarding of service catalog, policy and inventory (PNF and VNF). State of the art industry-aligned Service Information Model capable of accommodating both telco and non-telco use cases.

Enterprise SLA automation

CSPs can perform proactive customer outreach, pre-emptive remediation and reduce complaints through SLA process automation and automated SLA visibility.

Cross domain data correlation

Multi-domain correlation between application, IT and network layers for business-critical application impact to model data to create a dependency map on the underlying network, routers, switches and firewalls.

Hyperautomated closed loop

Closed loop hyperautomation offers automated detection, correlation, ticketing and remediation/dispatch for RAN, core, fiber and power/hardware issues. Combined with third party orchestration systems, Automation Solutions can provide real-time closed-loop orchestration of network and services.

Benefits

Reduces deployment effort

Automated onboarding of service catalog, policy and inventory reduces new system deployment to a few hours, freeing up resources by automating complex processes across multiple domains and functions. It reduces human error and increases efficiency in planning, optimization and other business tasks.

Reduces IT and Opex costs

IT and field engineer callouts can be reduced by pre-emptively resolving faults and improving accuracy of root-cause identification.

Reduces trouble ticket volumes

CSPs can achieve reduction in trouble tickets volume (up to 90%+ ticket automation) by predictively automating the management of issue resolution.

Reduces MTTx

CSPs can reduce MTTx (up to 80%) by automating root-cause identification. MTTI is reduced by proactively identifying issues with more lead-time and higher accuracy. MTTR is reduced by automating root-cause identification.

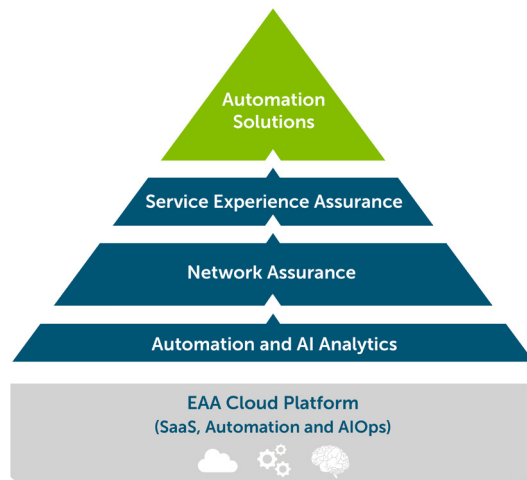


The MYCOM OSI solution offers us proactive service quality and customer impact, in addition to accurate automated root cause analysis, in line with our zero-touch assurance program.

Joel Agustin,
Globe SVP and Head of Network Planning and Engineering, Network Technical Group, Globe Telecom.

Automation Solutions – Powered by EAA portfolio and AI

MYCOM OSI’s Automation Solutions are powered by MYCOM OSI’s award-winning EAA product suite and AI. Proven to reduce TCO, accelerate TTM and support increased automation at the world’s largest, most complex networks, the cloud-native network and service assurance software-as-a-service (SaaS) offering embeds AI at its core. 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.



Connect with us

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



Contact us



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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.

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A multi-award-winning Assurance vendor

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

