MYCOM OSI Service Assurance Portfolio Overview

Assuring, automating and predicting network and service performance.
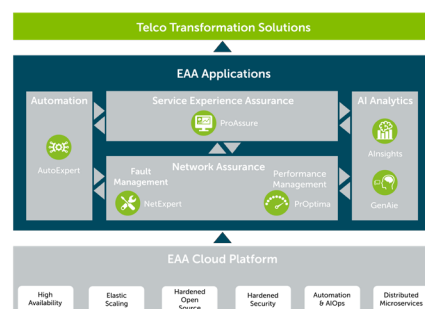
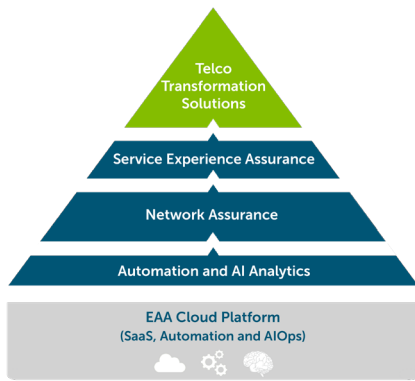## Assuring, automating and predicting network and service performance.

MYCOM OSI offers award-winning Experience Assurance and Analytics (EAA) applications that enable Communications Service Providers (CSPs), Managed Service Providers (MSPs) and enterprises to launch and manage 5G 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. The highly innovative EAA application portfolio offers Network Assurance (Performance and Fault Management), Service Experience Assurance (Service Quality management, Service Impact Analysis and Enterprise Portal), Automation and AI-driven Analytics. MYCOM OSI is the first Service Assurance vendor to have offered all its applications on the public cloud as a subscription-based SaaS to introduce agility and automation for the CSP operations.

> *We always want to use state-of-the-art services to provide our customers with an excellent network and service experience. MYCOM OSI's offering supports our 5G roll out, network service quality and, as part of this initiative, pursues a more data-driven approach to network investment.*

Eva Ulicevic,
Director of Architecture,
Strategy and Analytics,
Telefónica Germany

Experience Assurance and Analytics™

EAA enables the transformation of traditional Network and Service Operations Centers (NOC/SOC) into automated operations centers. It breaks down traditional assurance silos and visualizes, automates and optimizes customer experiences as well as service and network quality across end-to-end hybrid telco and IT networks, by integrating real-time assurance data and functions (service quality and impact management, performance management and fault management) with automation and analytics driven by Artificial Intelligence/ Machine Learning (AI/ML).

The Assurance Cloud™

The Assurance Cloud™ provides MYCOM OSI EAA as a SaaS offering, leveraging the advantages of public cloud, providing a future-proof platform that reduces time-to-revenue and increases automation within a predictable subscription business model, high availability and massive global scalability.

The key Assurance Cloud benefits are:

- Full assurance system deployment, ready to ingest data, in under 1 hour
- Continuous access to the latest assurance features, technologies and systems
- Zero infrastructure management and operations overhead
- Access to massive AI/ML computing resources for increased automation
- Predictable, lower TCO through a flat-fee subscription model
- Open API-driven ecosystem/framework-agnostic interoperability with NFV, SDN, virtualization and Telco Cloud vendors
- Inclusive access to 5G, IoT and Enterprise network assurance capabilities
- Built-in 4x9s availability with active-active geo-redundancy at no additional cost
- Inclusive on-demand elasticity for handling burst workloads
- Capability to rapidly on-board multinational, multi-brand operations within a centralized or distributed operating model
- The highest levels of security protection measures commercially

Network Assurance

MYCOM OSI's Network Assurance enables CSPs to take control of infrastructure and focus on customers whilst reducing Capex and Opex. The EAA Network Assurance applications control optimization and troubleshooting of network performance, assesses the impact of performance degradations and network outages on end users, introduces new technology in less time with higher quality and identifies the causes of network alarms across both physical and virtualized infrastructures.

Performance Management
This EAA application offers scalable and flexible network/resource performance management solutions that empower NOC/SOCs with actionable intelligence end-to-end across all domains, functions and vendors, helping manage complexity and proactively enabling problems to be resolved before they impact quality.

Fault Management
This EAA application reduces the data deluge faced by NOC/SOC teams into actionable intelligence, enabling organizations to focus on improving Quality of Service (QoS) and experience via increased efficiency and agility through proactive fault data management with advanced modelling and AI/ML.

MYCOM OSI's SaaS offering is the perfect fit for our Performance Management Strategy, allowing us to concentrate on delivering differentiated, reliable performance as we expand 5G coverage and accelerate the release of advanced differentiated services.

Athanasios Avgeridis,
Senior Vice President,
Core IP networks & Operations
Technology & Head of Crisis
Management,
Magenta Telekom, Austria

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MYCOM OSI's Service Experience Assurance 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, in addition to accurate automated root cause analysis, in line with our zero-touch assurance program.

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

Telco Transformation Solutions deliver value in the following areas:

- 5G Assurance (SA, Slicing, Open RAN) Solutions
- Fixed Broadband (FTTx) Assurance Solution
- Enterprise Assurance Solutions
- Automation Solutions
- Service Experience Assurance Solutions
- Telco and IT Cloud Energy Optimization Solution
- Private Mobile Network Solutions

Service Experience Assurance

These EAA applications and solutions offer cost-effective and proactive management of the quality of services in a digital, virtualized service environment, by enabling key inputs to a Service Operations Center. MYCOM OSI helps CSPs to drive SOC priorities by focusing on revenue and experience impacting issues.

Service Quality Management

MYCOM OSI service quality management application identifies developing problems in services and resolves them before they impact services and customers. It enables CSPs to identify degradations on Service Level Agreement in real-time.

Service Impact Analysis

This solution identifies the impact of problems and 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.

Enterprise Portal

This solution helps enterprises monitor, analyze and automate their own networks and enables them to monitor the performance of SLAs with the CSP.

Automation

MYCOM OSI's Automation Solutions provide 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 solutions enable multi-team efficiencies by auto-correlating performance data and alarms from IT, network, and service domains.

AI Analytics

MYCOM OSI's AInsights application enables CSPs to rapidly move from reactive to predictive assurance and operations of their networks and services. The AInsights application offering is an essential capability for CSPs to deliver services with AI-based insights for high performance. It operates at two levels: 1) feeding normalized network and service data for CSP Data Lakes and 2) feeding AI-based predictive insights for the OSS ecosystem applications. Offered on-demand from the cloud, pre-integrated with most network deployments and based on pre-packaged AI pipelines, the AInsights application eliminates months of data mining effort intelligently. AInsights enables CSPs to alleviate operational effort and drastically reduce the problem detection times by providing relevant AI-generated network insights, thus paving the way for network automation.

MYCOM OSI's GenAie is a generative AI application, enabling data-driven decision-making for executives, business users and engineers alike. It enables users to interact with network data using natural language queries, simplifying data analysis and insight extraction. Available as a cloud-based SaaS offering in collaboration with Amazon Bedrock and other GenAI frameworks, GenAie also offers an on-premises solution, seamlessly integrating with multiple LLMs.

Telco Transformation Solutions

MYCOM OSI helps resolve the CSPs' telco transformation challenges through Operations Center Solutions, 5G Assurance Solutions, Enterprise Solutions and Private Mobile Network Assurance Solutions by building on the core platforms of Network Assurance and Service Experience Assurance applications and adding use

mycom OSI

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, stc.

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case-based solutions. These enable the CSP teams to be proactive and efficient through high levels of automation, intelligence-led analytics and assurance of highly complex hybrid networks that deliver high levels of quality and customer experience.

The MYCOM OSI solutions are based on deep telecom expertise and years of experience working with leading CSPs and their engineering, optimization and NOC/SOC teams to manage service quality and customer experience in multi-vendor and multi-domain mobile/fixed/converged networks.

Services

The MYCOM OSI Services teams help CSPs realize the full benefits from their MYCOM OSI solutions to exceed business objectives. The flexible and proven MYCOM OSI Services offering – built upon unrivalled telecoms expertise, extensive CSP engagements and years of Service Assurance system (OSS) and MYCOM OSI product experience – delivers what customers need.

Delivery & Consultancy

A 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, observability and managed services.

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.