



GenAie

Talk to your network to drive high operational efficiency

MYCOM OSI's GenAie enables interpretation of complex data and provides clear, actionable real-time insights in natural language, invaluable to drive strategic initiatives.

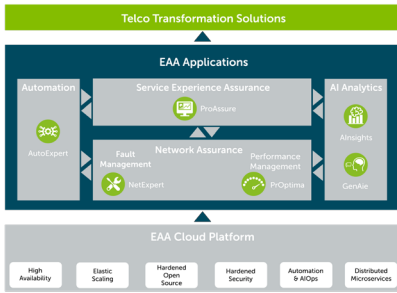
Talk to your network to drive high operational efficiency

As Communications Service Providers (CSPs) roll out distributed and layered networks offering Fixed Broadband and 5G/enterprise services, MYCOM OSI's GenAie application is an essential capability, enabling data-driven decision-making for executives, business users and engineers alike.

GenAie is available as a cloud-based SaaS offering powered by Amazon Bedrock from Amazon Web Services (AWS), leveraging AWS GenAI services. Amazon Bedrock is a fully managed service that offers a choice of high-performing foundation models (FMs) from leading AI companies via a single API to build and scale generative AI applications. GenAie also offers an on-premises solution, seamlessly integrating with multiple LLMs.

Built on top of the award-winning EAA platform, which has been proven in some of the world's largest and most complex Tier-1 CSP networks, GenAie is engineered to enhance decision-making by converting complex data into clear, actionable insights. This supports strategic initiatives and long-term planning by providing comprehensive analysis with a complete view and correlation of network data across multiple dimensions.

GenAie bridges the gap between technical and business strategy data, ensuring that CSPs can make informed decisions that drive operational efficiency. Users can effortlessly interact with network performance data using natural language queries, making it easier to extract valuable insights without needing extensive technical



expertise. This powerful combination of advanced data interpretation and user-friendly querying capabilities makes GenAie an indispensable tool for modern CSPs navigating the complexities of contemporary network technologies.

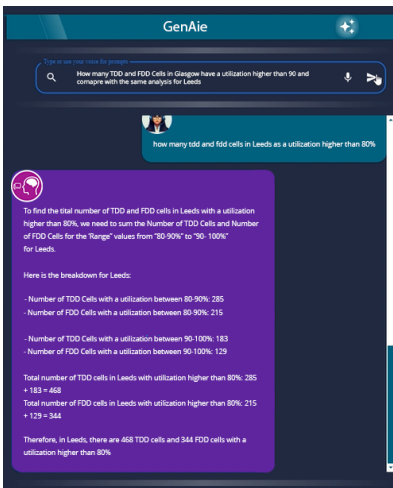
Part of MYCOM OSI’s EAA AI Analytics Applications

The GenAie application, operated on a range of Gen AI frameworks, is available both as a cloud-based solution and on-premises, allowing CSPs to leverage the robust data processing capabilities of the EAA Platform, which powers MYCOM OSI’s Network and Service Assurance applications. Built on a microservices-based cloud architecture with integrated automation and analytics, the EAA GenAie application provides CSPs with a comprehensive view and correlation of network data across multiple dimensions. This advanced application allows users to interact with network data using natural language queries, simplifying data analysis and insight extraction. This capability is essential for maintaining superior service quality and meeting the demands of modern network environments.

Unified Interface for Comprehensive Network Data Correlation

The GenAie application offers a generative AI based unified interface to all network data, seamlessly integrating various types of critical information to provide complex correlations between business and technical metrics. By consolidating network capacity and utilization data, infrastructure and technology details, and customer experience metrics, GenAie enables CSPs to gain a holistic view of their operations. This comprehensive approach includes capacity planning and expansion data, time analysis, traffic analysis, network performance, incident data, and device performance metrics. By correlating these diverse data types, CSPs can proactively identify trends, anticipate capacity needs, and optimize infrastructure investments. The ability to analyze network performance and incident data allows for swift resolution of issues, ensuring minimal impact on customer experience.

Furthermore, the integration of traffic and time analysis provides deeper insights into network performance over time, enabling more accurate and effective decision-making. This holistic data view supports strategic initiatives, enhances operational efficiency, and drives continuous improvement across all facets of network management.



GenAie Use cases for Business Users and NOC Users


Executive Decision Support: GenAie facilitates executive discussions by providing comprehensive insights to support strategic business decisions, offering clear visibility into key performance indicators and trends.

Network Planning and Expansion: GenAie aids network planning engineers in identifying bottlenecks and devising expansion plans, leveraging its analytical capabilities to optimize resource allocation and ensure seamless network scalability.


Network Performance Analysis: GenAie empowers network performance analysts to swiftly identify and resolve issues by providing real-time monitoring and analysis information, enabling proactive troubleshooting and minimizing service disruptions.

Network Troubleshooting and Root Cause Analysis: GenAie equips network troubleshooters with advanced drill-down capabilities to investigate specific problems and conduct root cause analysis, facilitating efficient resolution and preventing recurrence.






Offers real-time advice and predictive assurance to operations and business users alike, to increase the efficiency of operations in their networks and services.



Executives and business users of GenAie can use it for business impacting issues and customer insights, using natural conversations.



GenAie helps NOC users resolve issues through real-time monitoring and proactive troubleshooting, and helps network planners to identify bottlenecks and optimize resource allocation.

Key Features

Data Analysis and Output

Natural Language Prompts: GenAie allows users to input data analysis queries in natural language, simplifying the process of querying complex datasets.

Numerical Data Analysis Output: GenAie generates numerical data analysis outputs, such as tables or textual summaries, based on user queries, offering actionable insights.

Natural Language Commentary: GenAie provides natural language commentary on numerical data analysis output, offering interpretations of the data for enhanced understanding.

Executable Queries and Code: GenAie saves executable queries or code, enabling users to reproduce the analysis on the same or updated datasets for continuous insights.

Pre-defined and Suggested Queries

Access to Pre-defined Prompts: GenAie offers a library of pre-defined or suggested queries, providing users with quick access to commonly used analysis prompts.

User-Contributed Prompts: Users can contribute their own queries to the library, facilitating knowledge sharing and collaborative analysis among users.

Multi-language and Voice Recognition: GenAie supports voice recognition for user instructions, enhancing accessibility and user experience.

Multi-language Support

GenAie accommodates a diverse user base by supporting input and output in multiple languages.

User Sessions and Persistence

GenAie maintains persistent user sessions, retaining dialogues with the LLM for seamless interaction and continuity.

Prompt Scheduling for Customized Reports

GenAie allows users to schedule prompts to generate customized reports, ensuring timely access to relevant insights and facilitating informed decision-making.

High Scalability

Analyze thousands of network entities and applications data simultaneously in near real-time.

Alert Manager

Acts as an assistant for creating reports and trouble ticketing

Response Performance

GenAie ensures low response latency.

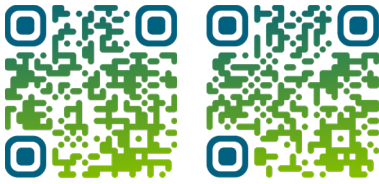
Security Features

GenAie operates within safe and secure parameters, protecting data and infrastructure from breaches or misuse

MYCOM OSI's GenAie application supports several GenAI frameworks including Amazon Bedrock/Claude3, Amazon Bedrock/Mistral, Amazon Bedrock/Llama v3 and OpenAI/ ChatGPT-4o. GenAie cloud-based application is based on EAA Service Assurance, MYCOM OSI's SaaS portfolio proven to reduce TCO, accelerate TTM and support automation at the world's largest, and most complex networks, GenAie is an essential capability for CSPs to enhance their NOC and business operations resulting in accelerated time to value.

Connect with us

For a personal demo and discussion about how GenAie can benefit your business.



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Benefits

Faster Decision-Making

With quick access to insights and analysis, users can make decisions more rapidly, leading to faster response times to issues or opportunities.

Improved User Productivity

Fast and easy access to the information means allowing users to accomplish more tasks in less time.

Increased Agility

Enables users to adapt more quickly to changing circumstances or new information, improving overall organizational agility.

Better Operational Efficiency

By minimizing delays in accessing data and insights, supports streamlined operations and resource utilization.

Choice of high performing Foundation Models

GenAie leverages Amazon Bedrock, a fully managed service that offers a choice of high-performing foundation models (FMs) from leading AI companies via a single API to build and scale generative AI applications.

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.

