DATASHEET
EAA Cloud Platform™

Communication Service Providers (CSPs) are consistently under pressure to reduce costs and increase quality to their customers whilst managing intense competition and massive technology disruption. Many CSPs are transforming to become Digital Service Providers (DSPs) and wherever they are on the migration path they all require increased agility, scalability, reduced Total Cost of Ownership (TCO) and operational efficiency increases to be delivered by Service Assurance solutions and Network Operations (NetOps) automation.

MYCOM OSI EAA Cloud Platform™

MYCOM OSI's next generation EAA Cloud Platform™ leverages cloud technologies and processes to deliver a more agile, automated, and lower cost foundation for its Experience Assurance and Analytics™ (EAA) suite of applications. This includes EAA-Performance Management (PrOptima™), EAA-Fault Management (NetExpert™), EAA-Service Quality Management (ProAssure™), EAA-Automation and EAA-Analytics.

It also provides simplified integration with BSS/OSS, big data frameworks and network virtualization architectures (NFV/SDN) via Open APIs and new common services that process real time data, provide dynamic modelling, integrate service assurance functions and provide a unified management system.

MYCOM OSI EAA Cloud Platform™ supports all phases of CSPs transformation to DSPs and is deployable on bare metal, private or public clouds in a flexible, extensible open architecture that meets CSPs assurance needs today and moving forwards.

BENEFITS

By deploying MYCOM OSI's EAA Cloud Platform™ CSPs can achieve the following benefits:

- **Reduce TCO and Opex** through reduced integration and operational costs – up to 75% lower than non-cloud solutions

- **Reduce Assurance Capex** costs through an innovative subscription model

- **Increase Agility** by real time onboarding of inventory, catalog and topology models

- **Increase Operational Efficiency** via NetOps automation

- **De-risk DSP transformation** by assuring service and experience quality

KEY CAPABILITIES

Containerized Microservices Architecture - agile, automated, low cost operations

The MYCOM OSI EAA Cloud Platform™ provides automated deployment, management, scaling and resilience for MYCOM OSI EAA applications within next generation cloud environments – including virtualised datacenters, private and public IT clouds and Telco Clouds – to enable fast, agile, continuous delivery, and low cost operations.

Key capabilities include:

- **Infrastructure agnostic:** MYCOM OSI's EAA Cloud Platform™ is deployable on bare metal, virtualized datacenters, private and public cloud environments with industry-standard IaaS technology that isolates it from the underlying infrastructure to leverage commodity hardware, provide flexible utilization and agile infrastructure provisioning and seamlessly support future deployments

- **High availability and scaling:** Self orchestrating with automated scaling and replication, upgrade of MYCOM OSI's EAA Cloud Platform™ software components occur without impacting the rest of the platform. This simplifies operations, minimizes downtime and disruption and delivers high availability. Continuous monitoring of health KPIs, application services and hardware resources ensures zero downtime and enables outscaling of hardware if required

- **Unified Network Inventory and Topology:** Collapses the traditional silos between fault, performance and service quality management by centralizing and automating the on-boarding and ingestion of network service catalogs and network service and Virtual Network Functions (VNF) inventory. It enables VIM (Virtual Infrastructure Manager) resource monitoring, rapid VNF monitoring and links Virtual Machine (VM) Resources with VNFs to provide root cause analysis, scale-up and out actions and closed loop verification

- **DevOps processes:** MYCOM OSI utilises DevOps and PaaS to automate deployment of its applications with continuous, incremental software delivery through test, integration and production lifecycles

  This includes centralized configuration, versioning and audit control, automated integration, regression and user acceptance testing, automated promotion from sandbox to test to staging to production environments and rolling upgrades that all deliver high quality software with minimal disruption

  This reduces the need for IT support, enables improved utilization of virtual infrastructure, and enables rapid lower cost implementation of new functionality with the quality required
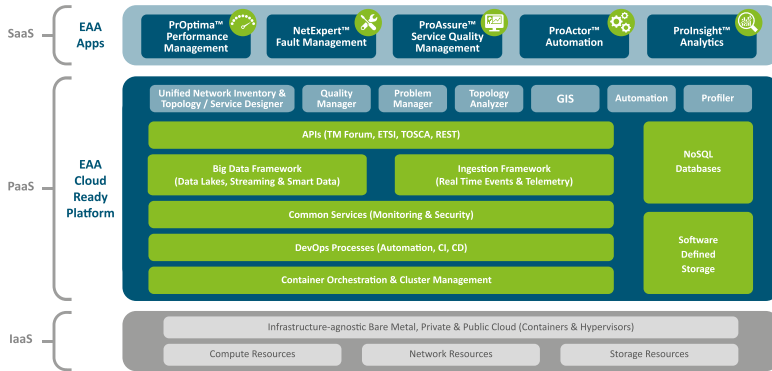
Standardized Architecture

MYCOM OSI's EAA Cloud Platform™ architecture mirrors the SaaS/PaaS/IaaS cloud model running on top of an IaaS infrastructure layer to deliver PaaS capabilities to MYCOM OSI's EAA applications in the SaaS layer.

Experience Assurance & Analytics™

MYCOM OSI's Experience Assurance and Analytics™ (EAA) portfolio addresses three strategic initiatives of Communications Service Providers: managing the customer experience, evolving to virtualization and exploiting the digital and IoT ecosystem. MYCOM OSI's EAA suite of integrated assurance applications include:

- EAA-Performance Management (PrOptima™)
- EAA-Fault Management (NetExpert™)
- EAA-Service Quality Management (ProAssure™)
- EAA network and experience analytics
- EAA automation

The **IaaS layer** provides IT resources and it supports virtualised datacenters, private or public IT clouds, including bare metal.

MYCOM OSI's EAA Cloud Platform™ operates in the **PaaS layer** to provide services to MYCOM OSI EAA applications in the **SaaS layer**, including:

- Self orchestration of the platform – management, scaling, high availability, failure recovery, dependency management and self healing
- DevOps processes for Continuous Integration (CI) and Continuous Delivery (CD)
- Storage
- Big data integration (analytics bus, telemetry, data lakes and log events)
- Common administration services including system monitoring, security and automation
- Common network, service inventory and topology database with real time discovery and automated onboarding through TOSCA and YANG
- Common foundation to support application functionality (performance management, fault management, service quality management, automation and analytics)
- Integration with big data frameworks including streaming and smart data

Flexible and Open Framework – agnostic to network virtualization and cloud ecosystems

The MYCOM OSI EAA Cloud Platform™ is open and integrates with a wide range of network virtualization and IT cloud ecosystem components via Open APIs. It includes:

- Use of TM Forum concepts and API operations such as TMF 628 Performance Management, TMF 642 Alarm Management, TMF 656 Service Problem Management and TMF 621 Trouble Ticket
- Integration with NFV Orchestrators, SDN/SDN-WAN orchestrators, Virtual Infrastructure Managers, Element Management Systems and OSS systems
- Integration with Customer Experience Management, Service Management and BSS systems
- Dynamic integration with Lifecycle Service Orchestrators and/or Service Catalogs allowing to on board and accelerate the monitoring of newly launched Services. It supports TOSCA and YANG modelling and ad-hoc integration with proprietary CMDB modelling
- Deployment in to IT Cloud (Openstack, VMWare) and Network Virtualization (ETSI, OPNFV, OSM, ONAP, TM Forum ZOOM, MEF LSO and SDN) architectures