Mycom Service Assurance Portfolio Overview

Assuring, automating and predicting network and service performance.

> *We always want to use state-of-the-art services to provide our customers with an excellent network and service experience. Mycom'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.*

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

Assuring, automating and predicting network and service performance

Mycom 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 and FTTx 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 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.
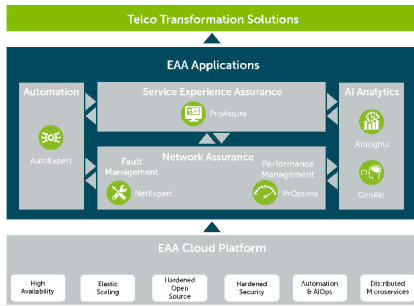
Experience Assurance and Analytics

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 AI.

MycomEye mobile app

The MycomEye app enables executive dashboarding offered by EAA for quick reporting through a single click on a mobile phone. With executives on the go, and engineers working in a location agnostic environment, it's critical that the network, service and customer data is easily accessible, at any time, from anywhere. Mycom's MycomEye app is designed to empower business users with real-time visibility and management of the network and its services. It offers a comprehensive and intuitive mobile interface that allows users to monitor key performance metrics, receive critical alerts, and collaborate effectively with team members.

Network Assurance

Mycom'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 petabytes of data generated in the network and processed 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.

Data Fabric
This EAA application supports CSPs who require ready-to-consume network and service data for Big Data Lakes, which is consolidated (technical and business) to facilitate operational and business analytics. Mycom's Data Fabric application facilitates seamless movement of normalized network and service data into CSP Data Lakes, where it can be stored, processed, and analyzed by external applications for business insights and supporting CSP growth. Offered on demand from the cloud, pre-integrated with most network deployments, Mycom's Data Fabric application eliminates months of data mining efforts intelligently. Data Fabric is built on the award winning EAA platform, proven at some of the world's largest, most complex Tier-1 CSP networks.

Service Experience Assurance

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).

Service Quality Management
Mycom 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.

> *To enhance our technology performance architecture, we integrated Mycom'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.*

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

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

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

Mycom 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.

Automation

Mycom's AutoExpert application framework is an essential capability for CSPs to automate NOC/SOC operations through workflow automation, automating the end-to-end trouble ticketing process and operational remediation for faults, with the objective of supporting fully autonomous networks. Mycom's Autonomous Networks Assurance Solutions based on AutoExpert 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. Mycom offers CSPs support for Autonomous Networks as they evolve from L2 (partially autonomous) to L3 (conditionally autonomous)/L4 (highly autonomous) status.

AI Analytics

As Communications Service Providers (CSPs) embark on rolling out the latest 5G enterprise/FTTx services, Mycom's AInsights application offering is an essential capability for CSPs to deliver services with AI-based predictive insights for high performance and pattern detection for root cause analysis. AInsights harnesses the power of machine learning and advanced data processing techniques offer unique features. Offered on-demand from the cloud, pre-integrated with most network deployments and based on pre-packaged AI pipelines, the 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'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.

The Assurance Cloud

The Assurance Cloud provides Mycom 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.
- Predictable, lower TCO through a flat-fee subscription model.
- Open API-driven ecosystem/framework-agnostic interoperability with virtualization and Telco Cloud vendors.
- Built-in 4x9s availability with active-active geo-redundancy at no additional cost.
- Inclusive on-demand elasticity for handling burst workloads.

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.

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- Capability to rapidly on-board multinational, multi-brand operations within a centralized or distributed operating model.
- The highest levels of security protection measures commercially.

Telco Transformation Solutions

Mycom helps resolve the CSPs' telco transformation challenges through Autonomous Networks Assurance Solutions, 5G Assurance Solutions, Fixed Broadband 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 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 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 Services teams help CSPs realize the full benefits from their Mycom solutions to exceed business objectives. The flexible and proven Mycom Services offering – built upon unrivalled telecoms expertise, extensive CSP engagements and years of Service Assurance system (OSS) and Mycom product experience – delivers what customers need.

Delivery & Consultancy

A complete set of services, to successfully deploy the Mycom solutions and to fully benefit from these solutions after deployment.

About Mycom

Mycom 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 is recognized as a leading service assurance provider