

# Service Experience Assurance Solutions

Differentiate your Fixed Broadband (FTTx) and 5G services to generate new revenue streams

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As Communications Service Providers (CSPs) roll out their latest FTTx Broadband and 5G/enterprise services, anticipating service problems helps them to protect their SLAs. Supporting CSP networks, Service Experience Assurance Solutions can drive the SOC (Service Operations Center) priorities to focus on critical service-impacting problems.

The Service Experience Assurance Solutions leverage the capabilities of the award winning EAA platform, proven at some of the world's largest, most complex Tier-1 mobile and fixed CSP networks.

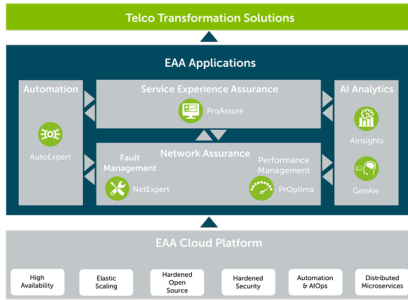
The drivers for Service Experience Assurance are based on the CSPs' needs to:

- Guarantee high performance for fixed line consumer and enterprise services, such as fixed broadband (FTTx) and SD-WAN.
- Guarantee high performance for 5G/enterprise connectivity and services, such as PMN and Slicing.
- Launch and monetize new industry 4.0 services.
- Guarantee and monitor enterprise SLAs.
- Proactive service management with customer messaging.
- Invest in new services based on predictions.



*Mycom'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 rootcause 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



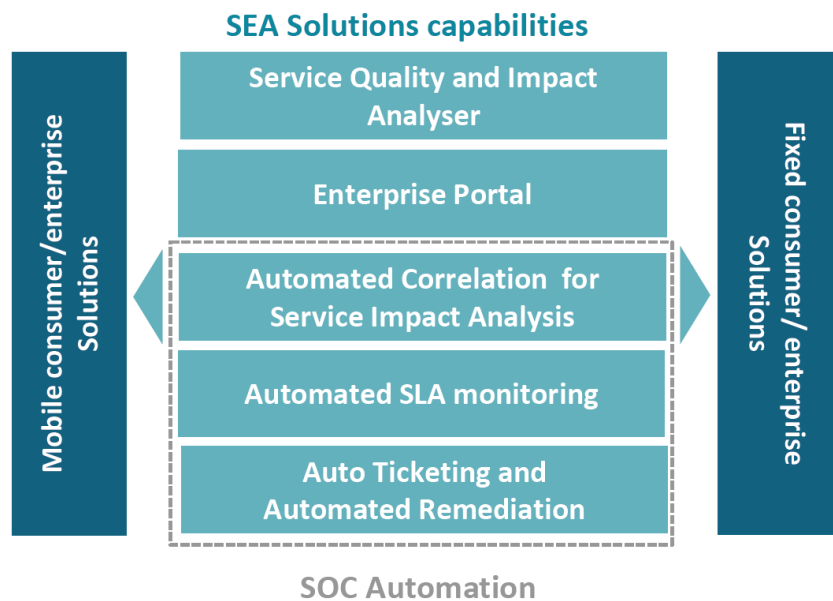
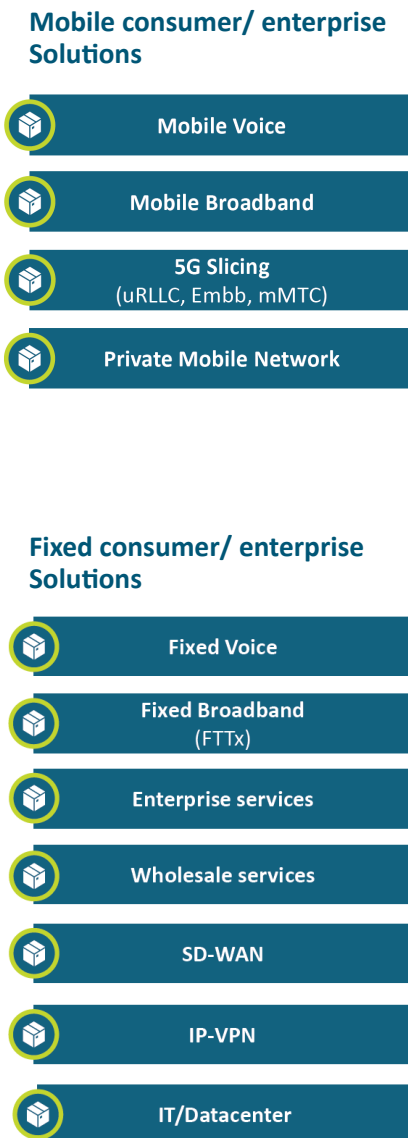
## Part of Mycom’s Telco Transformation Solutions

The Service Experience Assurance Solutions, operated on Amazon Web Services (AWS) or on-prem can be deployed in all cloud, hybrid or on-prem environments. Integrated with SLA management systems, Service Experience Assurance Solutions capture SLA clauses and calculate SLA breaches, round the clock.

By proactively identifying problems with individual enterprise services and SLAs, and by analyzing service and customer impacts, the CSP can channel its SOC activities for proactive remediation. By segmenting service problems by location, groups of users and network elements, the CSP can sharpen its focus on resolving the most critical service problems earlier.

## Solutions focused on Fixed Broadband(FTTx) and 5G enterprise services

Mycom developed the Service Experience Assurance Solutions considering the challenges involved in delivering high performance FTTx broadband services and 5G enterprise services. These solutions are based on critical capabilities required for the assurance of different fixed, mobile and enterprise services. These capabilities are:



### Service Quality and Impact Management


The SQIM enables CSPs to identify degradations on Service Level Agreement in real-time, carry out service quality impact analysis to prevent capacity bottlenecks and offers a proactive drill-down to reduce service MTTR.

### Enterprise Portal


The enterprise portal enables enterprises to monitor, analyze and automate their networks and enables monitoring of the performance of their SLAs with the CSP. The CSP can expose its network and service performance capability to the enterprise and reduce operational overheads.

### Service Operations Center (SOC) Automation

SOC Automation enables high operational automation (80-100%) and reduces time to resolution for service/customer problems. It enables zero-touch SOC with auto detection, auto correlation, auto trouble ticketing, auto remediation (RCA) and auto dispatch.




Mycom's Service Experience Assurance Solutions deliver assurance of your premium Fixed Broadband (FTTx) and 5G/enterprise services.



SOC Automation reduces MTTx by 80-100%, SOC manhours by 300K manhours/year, and customer calls by 25%

(For a typical 80 million subs network)



Architected using web architecture with Open APIs, Kafka and elastic storage, Service Experience Assurance Solutions scale as your network and services grow.

## Key Features

### Real-Time Service Impact Analysis

Real-time notification of impact on service quality and customer experience, combined with automation of workflows for auto-ticketing and instant remediation.

### Service Planning

Insights into service and device usage by customers to plan new services for the best customer experience.

### New Service Launches

Reliable service data insights for better business decisions. In anticipation of customer demand, new services can be rolled out proactively.

### SLA KPI Visibility

Monitoring of SLA KPIs for each service type to identify how well each service is performing.

### Self-service RCA

Resolution of certain service problems through root cause analysis, sifting service provider problems from enterprise network problems.

### Cloud Native Service Management at scale

Covers multiple network domains, from physical to virtual to cloud, and scales to deal with billions of events per minute

## Benefits

Preventing service issues from occurring, for high service quality and experience.

Real time identification of degradations on Service Level Agreement.

Service quality analysis to prevent capacity bottlenecks.

Proactive drill-down with automation to reduce service MTTx.

AI based forecast prediction of network problems that impact services.

Tracking and visualizing service experience data for business insights.

Monetization of enterprise services through visibility of service performance.

Correlating the performance of services with network behaviour, to know root cause of problems.

Optimizing network expansion and densification in line with service demand.

SLA transparency through enterprise portal.

Reduction in trouble ticketing volumes.



*To enhance our technology performance architecture, we integrated Mycom's Automation 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

### Connect with us

For a personal demo and discussion about how Service Experience Assurance Solutions can benefit your business.



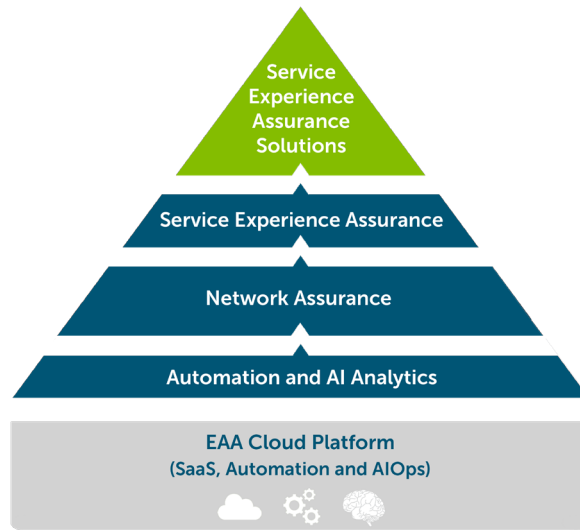
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## Service Experience Assurance Solutions – Powered by the Assurance Cloud™

Mycom's Service Experience Assurance Solutions are powered by the Assurance Cloud™. Proven to reduce TCO, accelerate TTM and support increased automation at the world's largest, most complex networks, the Assurance Cloud™ is the world's first fully cloud-native network and service assurance software-as-a-service (SaaS) offering. Mycom Service Experience Assurance Solutions are an essential capability for CSPs to offer a means to monetize their Fixed Broadband and 5G/enterprise services.



### 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 recognised as the leading service assurance provider.

