

# Fixed Broadband (FTTx) Assurance Solutions

Differentiate and monetize your Fixed Broadband (FTTx) services for home and enterprise

*Mycom's Service Experience Assurance offering with SOC Automation brings to fruition our goal of always placing our customers first and delivers key capabilities for our digital transformation. The solution offers us proactive service quality and the ability to anticipate customer impact, in addition to automated root cause analysis, in line with our zero-touch assurance program. This has led to a significant reduction in network complaints to our call center, particularly those related to problems of voice, SMS, and data. The call center agents' Average Handling time (AHT) has also improved for network-related cases.*

Dennis Abella,  
Vice President and Head of OSS,  
Globe Telecom, Philippines.

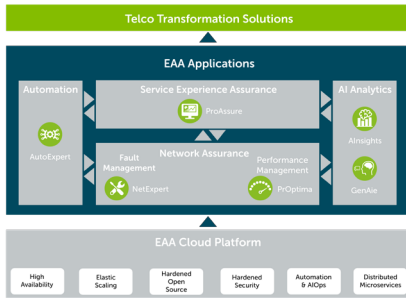
## Differentiate and monetize your Fixed Broadband (FTTx) services for home and enterprise

As Communications Service Providers (CSPs) roll out their Fixed Broadband services to respond to high consumption of consumer and enterprise OTT, VR, AR and hi-definition streaming video services, it is critical to maintain high performance and 100% availability of the underlying fiber network (FTTx- Premise/Curb/Home) and the broadband service.

Fiber cable failure/cuts are known to be the single largest cause of network outages worldwide and can cause 30 min downtime per incident. In an Africa Tier 1 CSP, network unavailability attributed to fiber cuts was 250+ hours/year, or 11 days/year. In the USA, fiber cuts represent 25% of the total network outages. There are huge cost implications to the repair of fiber cuts. As an example, repairing damaged telecom fiber can cost \$75,000 per mile in the USA, and revenue lost to optical fiber cuts by a USA CSP is \$3,600 per minute.

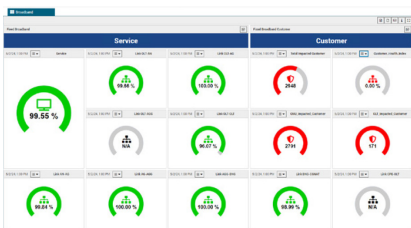
To prevent loss of critical public services, customer churn, and negative sentiment, Mycom has considered the following CSP challenges:

- Maintaining high availability and reliability of fiber network/service.
- Identifying network device faults and root causes of fiber cuts.
- Guaranteeing throughput and optimizing fiber capacity utilization.
- Monitoring performance of FTTx applications and browsing experience.
- Impact of poor service performance on customers (home/enterprise).
- SLA management for enterprise customers.



## Part of Mycom’s Telco Transformation Solutions

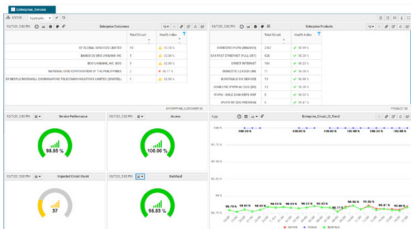
Mycom’s Fixed Broadband (FTTx) Assurance Solution helps CSPs to maintain high QoS for home and enterprise users. It supports the CSPs in offering guaranteed service performance and reliability so that differentiated services can be offered. The FTTx Assurance Solution leverages the capabilities of the award winning EAA platform, proven at some of the largest, most complex Tier- 1 CSP networks and can be deployed in all cloud, hybrid or on-prem environments. By proactively identifying problems with individual home or enterprise services and applications (Facebook, WhatsApp, X, YouTube etc), and by analyzing service and customer impacts, the CSP can channel its operational 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.



FTTH Service and Customer Dashboard



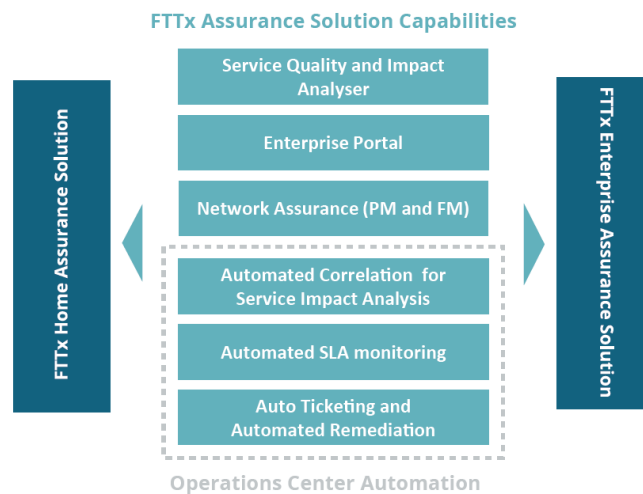
FTTx Application/URL Dashboard



FTTx Enterprise Portal

## Critical capabilities for assuring Fixed Broadband (FTTx)

The Fixed Broadband (FTTx) Solution considers all the challenges involved in delivering high performance broadband services. These solutions leverage the following critical capabilities required for the assurance of different home and enterprise services.



### Service Quality and Impact Analyser

The capability enables CSPs to identify degradations on Service Level Agreement in real-time, carry out service quality impact analysis to prevent fiber 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.

### Network Assurance


This layer enables FTTx network monitoring including performance management, alarm management, and root cause analysis for OLT, ONU, NAP and LCP passive devices. It proactively identifies network outages and degradations that affect FTTx access sites (OLT, MSAN, and xDSL).

### Operations Center Automation


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



Mycom's FTTx Assurance Solution offers up to 90-100% reduction in alarm handling time and 80-90% reduction in incident handling for home broadband services.\*



Automation for FTTx services can reduce MTTx by 80-100%, operational manhours by 350K per year, and customer calls by 25%.\*



Differentiates the CSP from competitors by offering high QoS through E2E monitoring, identifying service problem root cause and impacted customers proactively using AI.

## Key Features

### Dashboarding

End to end monitoring (dashboard) of fiber network for higher availability.

### RCA

Root Cause Analysis (RCA) for fiber cuts resulting in lower MTTx.

### New service launches

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

### KPI and KQI visibility

Monitoring of SLA KPIs for each service type to identify how well each service is performing; monitoring specific key KQIs (throughput, capacity utilization etc.).

### Device fault identification

Passive device fault identification (multiplexers: Local Convergence Point, Network Access Point etc.) using intelligent correlation.

### Customer impact

Monitoring of customer impact.

### Application monitoring

FTTH application and URL level monitoring (Facebook, WhatsApp, X, YouTube etc.).

### Operational automation

NOC/SOC automation to reduce time to resolution for service/customer problems, using auto detection, auto correlation, auto trouble ticketing, auto remediation (RCA) and auto dispatch.

## Benefits

### Preventing Fixed Broadband service quality issues

Up to 80-90% reduction in incident (for example, fiber cuts) handling and up to 90-100% reduction in alarm handling time; complete workflow automation (closed loop) yielding up to \$1.5M of savings per year.\*

### Reducing trouble ticketing volumes

Up to 50-60% MTTR improvement for wireline access, resulting in up to 90% reduction in customer complaints.\*

### Reducing service MTTx with automated and proactive drill-down

Up to 350K+ manhour automation per year using 300+ multi-domain service impacting alarms.\*

### Preventing fiber capacity bottlenecks

Optimizing network expansion and densification in line with service demand.

### Monetizing enterprise services

Enabling SLA transparency and visibility of service performance for enterprises through a dedicated portal.



*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 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

### Connect with us

For a personal demo and discussion about how Fixed Broadband (FTTx) Assurance Solutions can benefit your business.



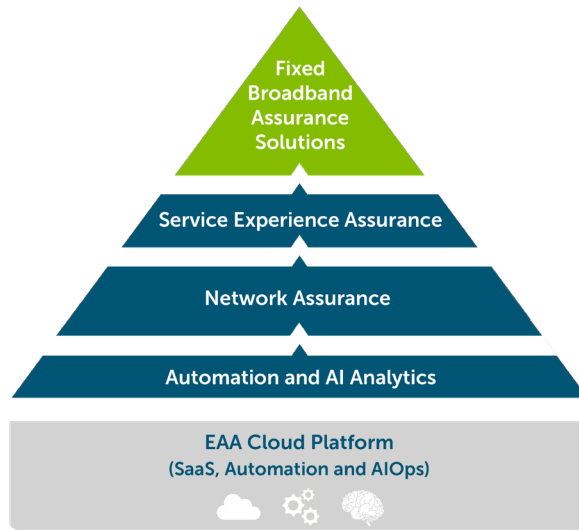
Contact us



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## Fixed Broadband (FTTx) Assurance Solution – Powered by the Assurance Cloud™

Mycom's Fixed Broadband (FTTx) Assurance Solution is 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 Fixed Broadband (FTTx) Assurance Solution is an essential capability for CSPs to offer a means to monetize their Fixed Broadband 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.

