MycomEye app

Observability of your network and services at your fingertips.

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Mycom's MycomEye app enables quick reporting for business and operations engineers, through a single click on the 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 every 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. The app ensures that business users can promptly address network and service issues, enhancing overall service quality and user experience.

The key drivers for the MycomEye app are:

- Need to have network and service performance status on the go.
- Real-time custom report access for executives in any part of the world.
- Quick reports on customer impacting problems.
- Avoiding social media message exchanges for network status within CSP groups.
- Faster time to react to emergency situations.
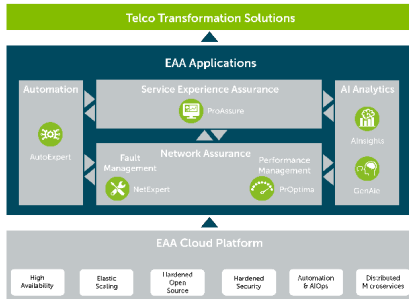
The MycomEye app advantage

The MycomEye app enables CSPs to benefit from the real-time reporting and analytics of the Mycom EAA Service Assurance portfolio comprising PM (PrOptima), FM(NetExpert) and SQM (ProAssure), along with the capabilities of its predictive AI and generative AI applications, AInsights and GenAie, supported by automation features. The EAA Service Assurance portfolio, with inbuilt automation and AI analytics, is fully accessible from the MycomEye app. The app interacts in real time with CSP ecosystem for real-time data access.

Interactive dashboards

The responsive MycomEye app dashboards, adapted for the mobile screen, can be custom built for C-level executives and NOC/SOC engineers. The app offers options for attaching screenshots or additional notes to exec reports. All reports can be shared easily with business/technical teams for faster resolution.

360 network performance analytics

The MycomEye app offers a visual representation of network quality indicators and advanced data visualization tools for trend analysis and reporting, with export options for sharing analytics reports in various formats, instantly triggered from the mobile app.

Alerts and Notifications on network issues

Users can configure alert thresholds for various performance metrics with instant push notifications and in-app alerts for critical network issues. Each notification offers details of incident reports with a single click.

Customer Impact reporting

Offers impact analysis on subscriber experience, highlighting areas of concern, for a faster resolution.
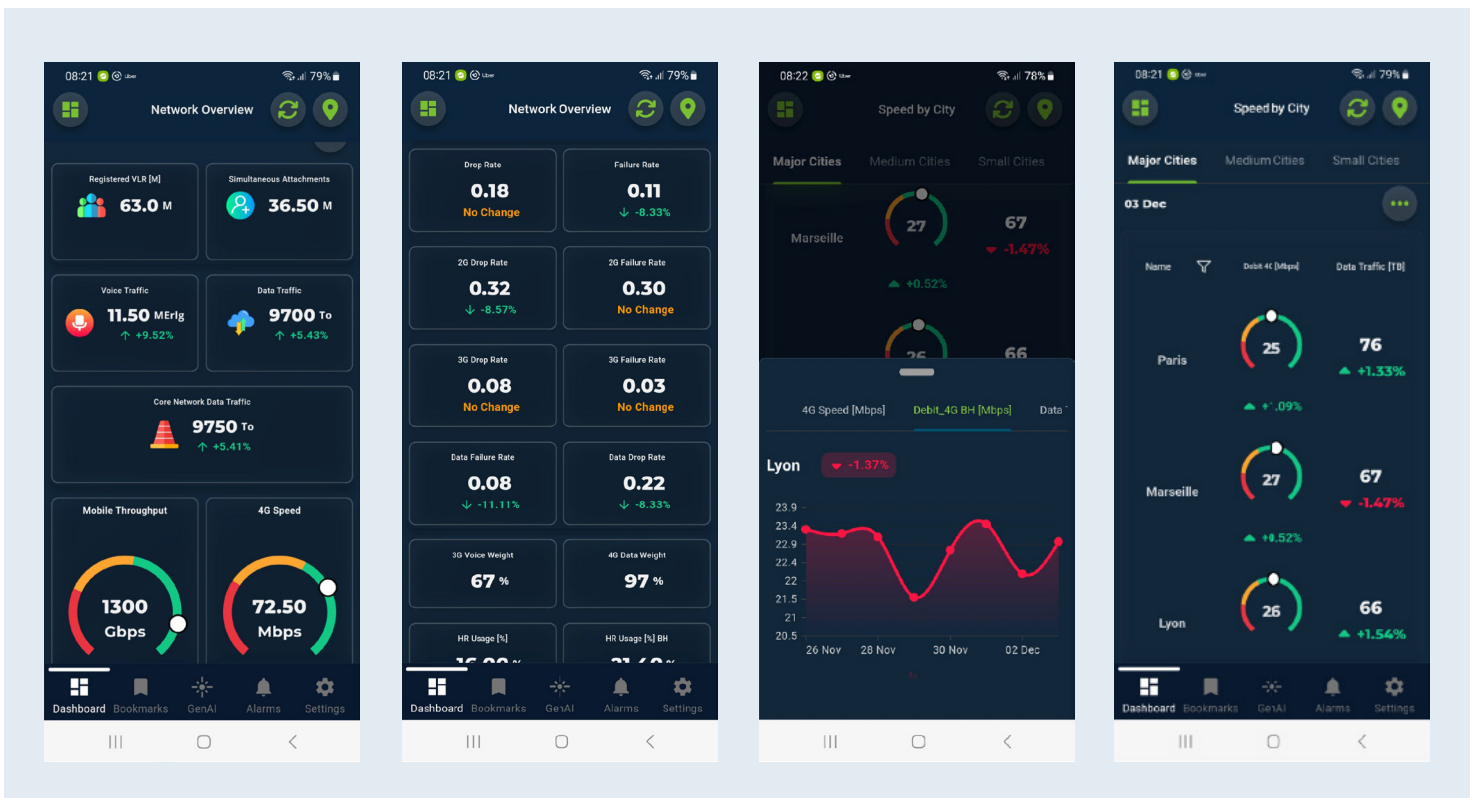
Real-time executive level reports on critical customer-impacting issues

Collaborative app for quicker inter-departmental problem resolution

Rapid problem visualization and rapid resolution for engineers

Key Features

360-Degree View on Network and Services Quality
Offers interactive dashboards with real-time performance metrics and a visual representation of network/service quality indicators. Impact analysis of subscriber experience, highlighting areas of concern.

Real-Time Alerts and Notifications
Configurable alert thresholds for various performance metrics with instant push notifications and in-app alerts for critical network issues. Offers detailed incident reports accessible directly from notifications.

Experience Sharing and Reporting
Direct feedback submission with automatic data collection.
Options to attach screenshots or additional notes to reports.
Easy sharing of reports with technical teams for faster resolution.

User Management and Security
Robust user authentication and authorization with role-based access control. Offers secure data transmission and storage, ensuring user privacy and data protection.

Data Integration and Analytics
Seamless integration with existing CSP systems for real-time data access.
Advanced data visualization tools for trend analysis and reporting.
Export capabilities for sharing analytics reports in various formats.

Benefits

Enhanced Operational Efficiency
The app provides a unified platform for monitoring and managing network performance, faults and service management, reducing the time required to identify and resolve issues.

Proactive Network Management
Real-time alerts and detailed incident reports enable users to take immediate action, preventing potential service disruptions and ensuring high service quality.

Improved User Experience
With comprehensive visibility into network and service performance, users can make informed decisions, leading to better management of subscriber experiences.

Increased Security and Compliance
The app ensures secure data handling with encrypted data transmission, role-based access control, and compliance with industry regulations.

Seamless Collaboration
Built-in tools for experience sharing and reporting facilitate better communication between business users and technical teams, leading to quicker issue resolution.

MycomEye app – Powered by the Assurance Cloud™

Mycom's mobile app 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's MycomEye app is an essential capability for CSPs to instantly check on their network and service performances, on the go.
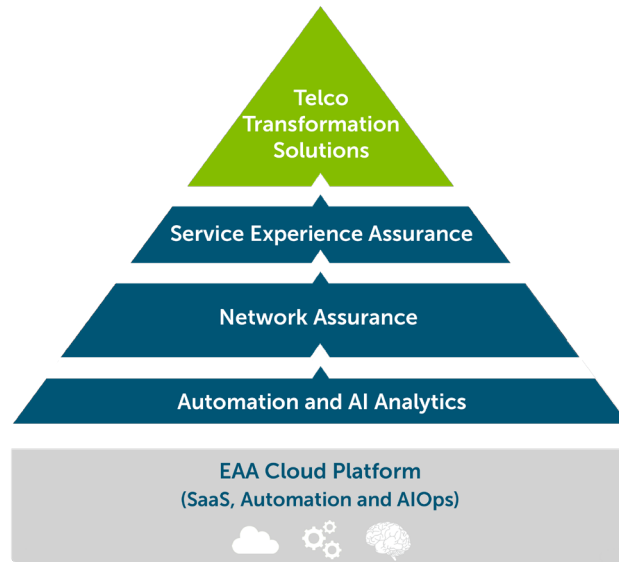
Connect with us

For a personal demo and discussion about how the MycomEye app can benefit your business.

Contact us   **Follow us**

Telco Transformation Solutions

Service Experience Assurance

Network Assurance

Automation and AI Analytics

EAA Cloud Platform
(SaaS, Automation and AIOps)

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 a leading service assurance provider.