

Western European Tier-1 service provider migrates Mycom Service Assurance into the cloud to support rapid 5G rollout and network densification



Executive summary

The Western European Tier-1 service provider's strategic transformation involved capturing new revenue with rapid 5G roll-out and simplified Operations Support Systems (OSS). To deliver faster rollout of its advanced premium and business-critical 5G services, such as mobile broadband, mobile data and enterprise services on its new 5G network, they needed to cloudify the entire OSS system which would offer them the flexibility and scale required to achieve their business goal. The Tier-1 service provider understood the value of the ongoing trend to modernize its OSS platforms leveraging SaaS offerings to optimize every aspect of the customer experience and create new revenue streams with 5G-era solutions.

Mycom supported this transformation through Big Data Lake, cloudification and consolidation of OSS as key drivers for their OSS transformation. It offered cloud migration of the existing on-premises Performance Management solution enhanced with support for their IP and IMS networks. The enhanced Mycom umbrella Service Assurance system covered all network domains in the Tier-1 service providers ecosystem and provided a set of new 5G Assurance and Automation solutions on top of the existing solutions for 2G/3G/4G RAN and core domains.

This supported their rapid 5G rollout, network densification and revenue stream expansion into enterprise services. It offered the benefits of agility and cloud economics through Service Assurance SaaS capabilities.

The Tier-1 service provider believes that its revenue growth depends on advanced 5G services with assurance being a core element. For this, Mycom's cloud-native Service Assurance system is considered central to their 5G growth as they aggressively roll out 5G using agile methodologies and pursue a more data-driven approach to network investment.

The Solution

The Mycom Experience Assurance and Analytics (EAA) offering operated on Amazon Web Services (AWS) cloud and leveraging Red Hat's OpenShift Service on AWS (ROSA) offers a building block of secure data-driven decision making. This was used to deliver predictive assurance and predicted resource usage, optimizing service reliability and performance. Mycom's pre-defined solutions also offer optimized network configuration and planning for the Western European Tier-1 service provider.

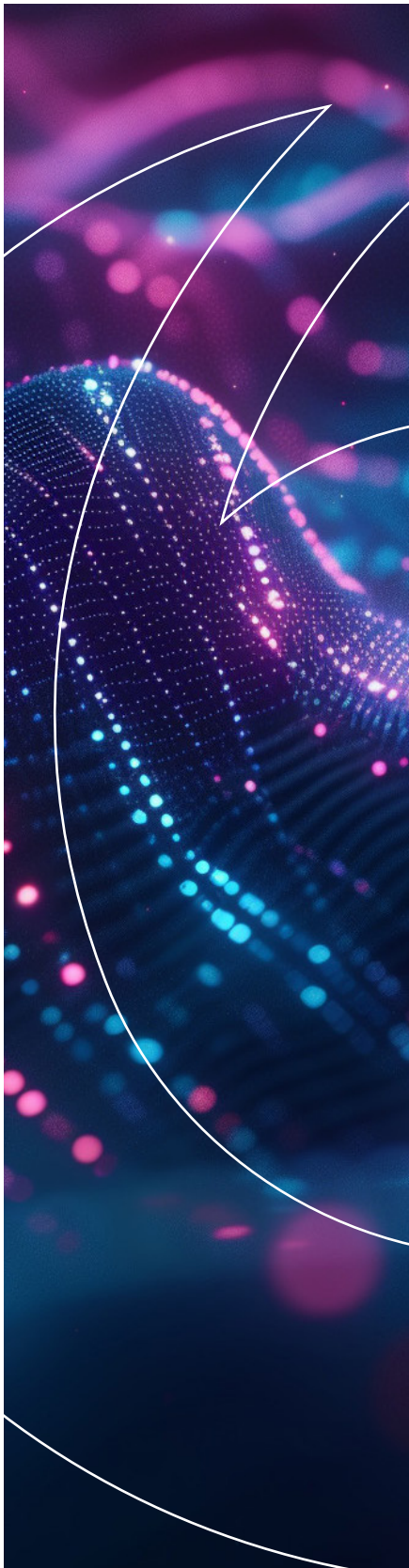
The EAA Cloud Platform is a cloud-native platform with integrated assurance, automation and intelligence applications based on microservices architecture with big data framework for massive scalability. Mycom ecosystem and future business models for the service provider. Mycom used the EAA open technology/formats and payloads to provide broker services for raw/smart data from their network.

About the Communications Service Provider

The Tier 1 Western European service provider offers broadband, landline and mobile telecom services.

In 2019, the service provider announced the rollout of its 5G network across major cities.

The service provider has the largest mobile customer base of all network operators in its country.



The EAA platform fed and replicated all assurance data into the service providers Big Data platform using TMF compliant REST APIs. The EAA application and solutions suite directly access their Big Data lake.

The Mycom 5G Assurance Solutions include CXO dashboards, which allow the management teams to have a bird's eye view of the network for each domain (RAN, Core (CS/PS), IMS, and IP).

The 5G Assurance Solutions also include Parameter Audit and Discrepancy Solution for transport and core networks, Coverage and Capacity Root Cause Analysis (RCA) , CS core and PS core RCA, SDN Analyser, Multi-RAN worst cell/cluster Analyser, IP Solutions, Mobile Backhaul Analyser, Traffic and capacity Analyser and Workflow Automation for MANO.

Benefits to the communications service provider

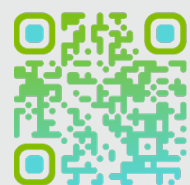
- Leveraging Mycom's 5G Assurance solutions for enhanced trouble shooting, capacity planning and 5G network rollouts.
- Improved operations and observability with predictive maintenance, anomaly detection and cross-domain error correlations and RCA.
- Enablement of Private Networks and Network Slicing using Configuration Management.
- Automation solutions for closed loop optimization and closed loop parameter audits.
- Agility and faster time to market services since the Service Assurance system is in sync with the changes in the network.

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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