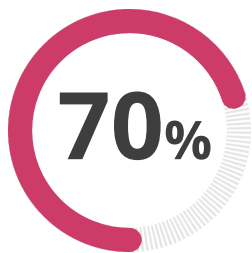


Augmented Real-time Network Anomaly Detection



A total of 70% of CSPs' time and money is spent on issue discovery and root-cause analysis¹

Can you improve customer issue resolution times on a network that is getting more complex?

Rising Network Complexity with Virtualization

Networks are getting more complicated with up to five generations of technology and virtualization of network and support systems. Operational teams, who are caught between a squeeze on Opex and delivering higher quality services for customers, know that a human-centred approach to troubleshooting using the same tools won't address this additional complexity.

Additional Opex Required?

Skilled Operational teams know their networks and address many customer issues yet CSPs are finding that the skills are in shorter supply as staff retire or move on. To fix more customer issues normally requires more staff and Opex. Progressing issues from alarming, troubleshooting, root cause analysis, identifying customer impacts to final resolution and close uses much of the resources of Operations teams. Automation is used but not often enough and these teams are under strain

with some time-consuming issues appearing again and again.

The Limits of an Alarm

Standard alarming has limitations with regards to speed, visibility and identifying the next best action. It finds issues on the network based on a defined threshold, is not subscriber focused and comes with a delay from 15 minutes to an hour waiting for the threshold to breach. Any delay means that an outage or degradation affects many more customers than issues addressed in real time. Hidden issues that alarming can't capture put Operations teams under added pressure. Operations teams need to speed up the time it takes to know what to do next.

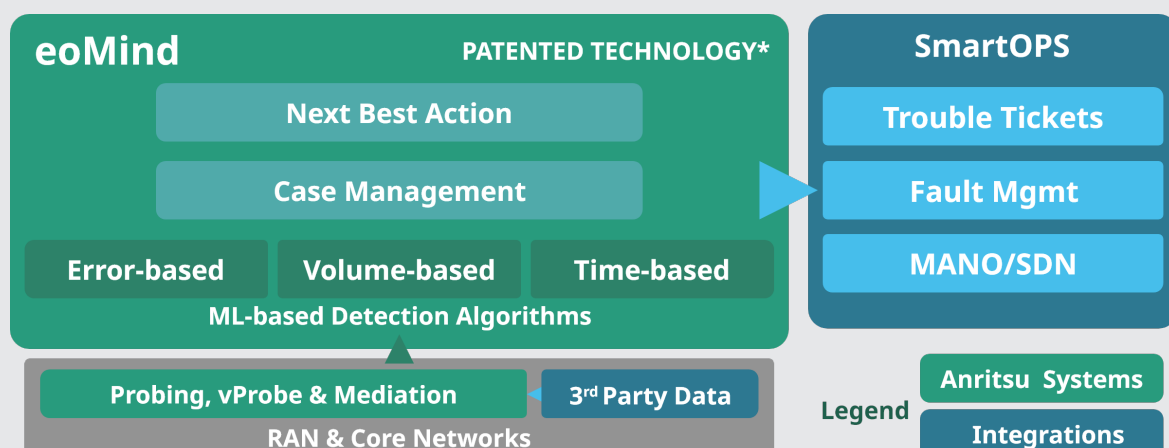
What to do Next?

Operations teams know what to do when they find an issue and how to fix it. Updates to customers, network configuration fixes and handset faults are handled. However, without automation these fixes can take hours or days.

Business Benefits with eoMind



Reduction in MTTR achieved in Middle Eastern Operator



What questions does eoMind answer?



What is happening on my network right now?



What anomalies are affecting services?

Detect Earlier



Which subscribers and VIPs are affected?



What is the likely root cause?

Identify Faster



What action should I take?



How can I address this issue automatically?

Fix before Impact

Benefits Explained

Reduction in MTTR

Reductions of 25-50% in MTTR with more cases closed more quickly and with higher customer satisfaction without additional investments in OpEx.

Visibility of impacted subscribers

Impacted subscribers' issues are detected faster and closed sooner, overall knock-on impacts to subscribers are reduced with savings on calls to Customer Care and fewer escalations.

OpEx efficiency

With 5 years of live deployments, a suite of 250 fully configurable next best actions (NBAs) are available for issues speeding the time to value for deployments.

Lightweight, data agnostic, impactful

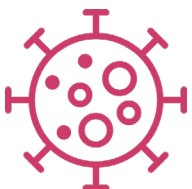
Focusing on anomalies with errors, volumes and times, eoMind is resource-light yet highly impactful. Start small with improvements to Corporates/VIPs or technology/device rollouts.

Customer Stories

Covid-19 Congestion

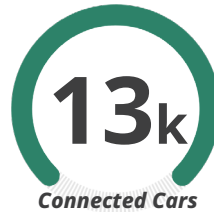


In one European Operator, eoMind highlighted the fact that an overnight COVID-19 lockdown was leading to congestion, affecting 320k of their subscribers.



eoMind detected congestion on the Operator's Media Gateways. Additional boards and licences were purchased and the problem was resolved within hours not days.

Connected Car Outage



Within the first week of operation, eoMind detected a single incident affecting 13k connected cars over 2 hours with a complete loss of data connectivity.



Investigations showed that the APN had been deprovisioned by accident. eoMind was the only Operator tool to identify this outage.