

Optimal Service Management

MYCOM INTERNATIONAL

Having designed, implemented and managed 2G, 2.5G and 3G networks since 1996, Mycom International's infusion of expertise into the development of the world's leading Performance Management/QoS/Service Assurance Platform "NIMS-PrOptima™" is now considered by some leading Operator's as "the best kept secret in the telecommunications OSS industry"

With more than 15 Major Operators in Europe, the USA and Asia, using NIMS-PrOptima™ on predominantly UMTS networks but including multi-vendor, multi-technology networks, its capability was expanded by the launch at World Congress this year of a true end-to-end Service Quality Management Platform that extends beyond mobile to include all fixed and wireless technologies at the Services Layer.

Mycom International was established in 1996 as a services company and continues to provide engineering and consulting services globally to more than 50 Operators and Mobile vendors offering:

- ◆ Network Quality Enhancement and optimization
- ◆ Network Operations and Maintenance
- ◆ RF Engineering and Design services
- ◆ Network architecture, design, and dimensioning
- ◆ Turn-Key Project management
- ◆ Full Telecom implementation
- ◆ Technical and business consultancy

Mycom differentiates itself from its competitors by offering services in all aspects of Mobile Networks, technical and business, implementation and optimisation and management.

In 1998, identifying the gap in true end-to-end Performance management solutions in the mobile industry,

specifically in the emerging 3G technology, Mycom established an R&D center focused on developing a Next Generation Performance Management platform compliant with 3GPP and extensible to fixed networks and backwards compatible with 2.5G and 2G. In fact each and every mobile standard for every major mobile vendor's product line.

NIMS-PrOptima™ is a platform of the future offering today Service Quality Management, performance management and network optimisation solutions unparalleled in the industry reflecting the string of successes of its users - the leading Operators and vendors globally.

NIMS-PrOptima™'s flexible architecture, innovative design and easy-to-use philosophy is favoured by many operators and equipment vendors and achieved further recognition when, in July 2002, Mycom signed an agreement with Nortel Networks to embed its product within Nortel's UMTS and GPRS offerings. This was extended in May 2003, to cover GSM.

Mycom has achieved great success both through its partnership with Nortel and also through direct sales of its multi-vendor, multi-technology NML offering of NIMS-PrOptima™ by major European operators.

As a direct result of the success of NIMS-PrOptima™, Mycom will officially launch a new product, MyPrOptima™ at TeleManagement World, it is already being used by a major vendor in Europe. MyPrOptima is a laptop-based version of NIMS-PrOptima™ which allows users to set up a range of operator profiles which can then be used to plug into any operator configuration regardless of the vendor interfaces or software versions. Users can then upload all the information they need into their laptop and undertake analysis offline. Network vendors can now offer their engineering

services without disruption.

Not only is MyPrOptima totally compatible with the NIMS-PrOptima™ platform but its significant advantage is its ability to extract any historical data from a permanent NIMS-PrOptima™ installation. This means more data can be made available than through the OMC's alone.

In 2G, users could get away with just looking at the radio side of the network, but to manage data services in 2.5G and 3G, users must be able to view the network end-to-end to get a true picture of the Quality of Service being offered. Mycom's products enable this disparate information to be combined together into a single, integrated environment bringing the traditional OMC view, call trace data, drive test data, planning data and all transmission backbone together with IP and Applications and Services data in a common, easy to use reporting and analysis environment. This means users can identify service degradations and drill down to the element(s) that are the root cause of problems identified. Other systems may model services but don't allow users to do anything about it, but with NIMS-PrOptima users can not only view but take proactive action before network degradations result in Service Level Agreements being violated.

The lack of practical field experience in data service and technologies enables Mycom to offer additional value added services. Mycom draws upon a wealth of experience from its Services Division and directly embed this expertise within NIMS-PrOptima™'s intelligent Decision Support System that models performance scenarios.

Total Cost of Ownership is at the heart of the success of Mycom's products with reduced administration overheads and operator efficiency delivered through a common management platform for all technologies and vendors that is extendable and integratable to all OSS functions.

For further information please contact Mycom International at www.mycom-int.com