

A man in a dark purple shirt is shown in profile, looking down at a mobile phone he is holding. A blue and white graphic overlay, consisting of several thick, curved lines, is superimposed over the image, starting from the bottom left and curving upwards and to the right. The background is a bright, out-of-focus office setting.

MYCOM

Transform your business with MYCOM
Next Generation Service Assurance Solutions

www.mycom-int.com

About MYCOM

MYCOM is a leading global provider of best-in-class Next Generation OSS Service Assurance software solutions and innovative ICT engineering services to the telecoms industry. Since its inception in 1997 MYCOM has executed projects in more than 30 countries covering EMEA, APAC and the Americas. Today, MYCOM has 11 offices in 3 continents and some 500 employees of more than 26 nationalities and languages.

MYCOM's growth has been due to its exceptional vision and leadership in the development of 3G technology and Next Generation networks. The expertise gained in these technologies has enabled MYCOM to pioneer the Performance Management of such 3G networks, and achieve a leadership position today in the Performance Management and Service Assurance of advanced convergent telecom networks. This added to the unique triple expertise in software excellence, systems integration and network engineering, now makes MYCOM the partner of choice for over 40 leading global telecom carriers across more than 30 networks.

Long term partner of choice for Service Providers

Next Generation convergent
OSS Service Assurance
Software Solutions

Recognized leading Expertise in:

- Software solutions
- Information systems and OSS
- Telecom engineering

Global and highly expert
Professional Services:

- Software implementation and system integration
- OSS consultancy
- Telecom network engineering services



Operator business challenges

Telecoms operators have radically changed their business strategy over the last 10 years. They have moved from a profitable model where delivering quality voice services at any location point was the main objective to a more challenging one based on an intelligent mixture of sometimes conflicting objectives.

- Fight against churn and declining revenues from legacy services
- Adoption of high-speed network infrastructure
- Keep customers and services at the center of the operation processes ensuring quality of service and experience
- Deliver mobile-fixed-IP converged services
- Invest in major network investments to stay competitive & protect profitability by controlling costs

How MYCOM addresses these challenges

Worldwide experience with Tier 1 operators has enabled MYCOM to develop and deliver NIMS-PrOptima™ - an innovative best-in-class OSS system in the Service Assurance domain (refer to eTOM chart).

- Technology neutral architecture
- Multi-vendor, multi-technology and multi-domain
- Carrier grade platform that sits at the heart of the NOC
- Manages the quality and performance of the services and the entire converged mobile-fixed-IP network
- Fully scalable and modular with powerful analytical capabilities
- Correlates information from various domains enabling the operator to view, diagnose, report and optimize the performance of the network
- Advanced telco modules (e.g. GIS, Alarm, DSS, and Network Planning etc.) which complement data management reporting capabilities

Benefit to operators

- Differentiation with competition through best Quality of Service and customer experience
- Reduce OPEX and achieve lower TCO with a future proof solution
- Increase productivity of staff - same personnel for the management of mobile, fixed and IP networks
- Increase ARPU through timely introduction of innovative services
- Optimize network CAPEX through optimization of current network resources
- Return on investment with successful rollout of new technologies
- Decrease network issue resolution time
- Migration and transformation projects

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NGOSS Coverage (eTOM)

Processes covered by MYCOM

Operations Support & Readiness	Fulfillment	Assurance	Billing
Customer Relationship Management			
Service Management and Operations			
Resource Management and Operations (Application, Computing and Network)			
Supplier/Partner Relationship Management			



Services overview

Professional services

The Professional Services portfolio has been developed to ensure that customers receive the benefit of a solid partnership with MYCOM. MYCOM's expertise covers the skills needed to design, implement and deliver end-to-end Performance Management and Service Assurance software solutions based on the NIMS-PrOptima™ platform. All Professional Services are delivered to MYCOM's proven project planning methodology, and are designed for successful solution deployment, integration and customization in very complex and diverse system environments.

MYCOM's Professional Services organization is specialized in undertaking solution deliveries in the context of harmonizing and centralizing an operators often diverse and segmented OSS environment containing a mixture of in-house and domain-specific commercial solutions. The migration from such legacy Service Assurance systems towards the Next Generation NIMS-PrOptima™ platform is the center of a performance and business intelligence capability transformation.

NIMS-PrOptima™ Service Assurance software products are delivered through MYCOM's network of local project offices across the globe, enabling efficient implementations, shorter delivery timelines, and a localized context. The geographic reach enables closer cooperation and strengthens knowledge transfer and software product training.

Network Engineering services

Along-side NIMS-PrOptima™ based Service Assurance solutions, MYCOM has a long track-record of successfully delivering end-to-end network services including radio and core network design, transmission network planning, network implementation and optimization.

NOC and Managed services

Based around the NIMS-PrOptima™ platform, MYCOM offers full NOC and Managed services. Whilst operators can focus on strategic initiatives of the business, MYCOM can use its expertise and partnerships to design, deliver and manage a fully integrated OSS solution NOC. MYCOM also delivers a full host of network managed services including network and services monitoring and optimization.

Consultancy services

Through the years, MYCOM has developed vast expertise in OSS transformation and migration to Next Generation architectures, systems and technologies. MYCOM's Consultancy services help operators to craft and execute strategic network and OSS transformation plans in support of their business transformation objectives.

MYCOM delivers comprehensive 24 x 7 global support from its network of offices in the UK, USA, France, Thailand, China, Taiwan and Indonesia.

