About Altice Labs

Delivering key telecommunications technologies and services for since 1950, following a vocation that has spanned both the analogue and digital ages.

Altice Labs is an innovation and transformation catalyst. Through technology, we work every day to improve people's lives and the ways in which companies do business.
End-to-end approach

A complete solution for your business

NOSSIS is a suite of fully integrated OSS products, designed according to TM Forum Framework's guidelines, which covers end-to-end operational processes through its modular architecture.

NOSSIS helps Communications Service Providers (CSP) to manage multi-technology and multiservice networks, covering the activities of Network Development and Inventory, Service Fulfillment and Service Assurance with the main objective of reaching Customer Centric Operations.

Network development & inventory

Execution and control of network projects, including infrastructures activities based in field surveys, support to network construction, validation and registration of the information about the resources involved.

Service fulfillment

Management of customer demand for a product or service. It involves: service order requests, the definition and execution of provisioning workflows, network configuration, resource activation, information registry, service validation and availability to the customer.

Our services

We are aware of the operations' importance in your business, so we provide services to help you run them smoothly and effectively. With a vast experience in OSS business, we provide the best practices in the market to improve your operational response.

Consulting

• Analysis of best practices regarding operational processes;
• Planning strategic and transformation processes;
• Improving network performance and quality.

Support and maintenance

• Global and local support;
• 24h/7 helpdesk care service;
• On site operations assistance experts.

Deployment

• Project management;
• Design, development, integration & test, go-live and roll-out.

Training services

• Classroom and e-learning packages;
• On-site "hands on" training.
A complete solution for your business

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End-to-end approach

Certification

NOSSIS was the first OSS suite to be awarded a TM Forum Frameworx 12 Product Conformance Certification.

This certification recognizes the degree to which NOSSIS Suite 2.0 complies with the TM Forum’s Frameworx 12.

The engagement with TM Forum allows us to independently verify and certify how well our business processes and information models align with the industry standards found in Frameworx. Companies who certify their products and solutions can quickly and easily demonstrate how they meet those requirements.

All NOSSIS products are according to the TMForum TAM architecture, having native integrations. User access control and Single Sign On are part of the NOSSIS suite.

Problem management

Quality of service

Management of problems based on network issues (faults/alarms) or customer complaints: analyzing the occurrence, identifying root causes, resolving problems and carrying out a final validation.

Monitors resources and collects performance data to ensure the improvement of network activities and services’ quality. This includes the generation and analysis of KPIs and IQIs indicators, degradation detection and SLA’s violations.
Network development & inventory

With a well planned project and construction process, which adjusts to the evolution of business objectives, CSP investments will be more effective. Accurate resources' information will reduce errors in the field, boosting service provisioning and increasing efficiency of on-site installations. Reliable and updated network information is a key factor to ensure operational success.

NOSSIS products involved: Netwin, SIGO WFM.

Enabling your future

Planning
- Planning the Network to cope with new business needs

Site Survey
- Verifying and update field inventory information

Design
- Defining and characterize network evolution

Network Development & Inventory

Implementation
- Putting in place all infrastructures, equipments and connections

As Built
- Updating network design and validating implementation

Inventory
- Updating inventory information with Implementation data

Process approach

Probing and testing

ArQoS

ArQoS allows operators to make probing calls/connections to monitor network and service performance, using different types of technology (fixed/ mobile/IP). It is used to determine the most relevant quality of service parameters (KPI and KQI) and the functional aspects of the respective services, in accordance with ETSI/ITU-T/IETF standards and recommendations, wherever applicable.

Main features
- Monitoring the network and services;
- Quality of Experience (QoE) analysis;
- Intrusive and non-intrusive probing points;
- Support for fixed network, mobile network and IP technologies;
- Automated end-to-end preventive maintenance, service oriented;
- Interfaces’ deployment in diagnosis systems (such as NetQ);
- Logical service tests.

Customer benefits
- Reduce OPEX through automatic preventive maintenance;
- Reuse probing points for various services and send notifications to customers;
- Optimize CAPEX through a deep understanding of your network and services’ performance;
- Upgrade and test new services, from the customer’s point of view;
- Gain a better understanding of your competitors’ performance levels;
- Insure your business’ revenue thanks to an auditing mechanism that detects anomalies in the invoicing process, avoiding revenue losses or wrong billing.
Service fulfillment

Service provisioning is a crucial opportunity to enhance the relationship between the CSP and the customer. To meet customer expectations it is important to ensure the fast delivery of services, using processes' automation with accurate information - this increases operational gains and customer satisfaction. The CSP can develop close to “zero touch” service provision processes that will reduce human intervention and increase the delivery of new services. More flexibility and automation in service provision helps speed up the adoption of new technologies and business models.

NOSSIS products involved: Netwin; Sigo WFM; Order Manager; Network Activator; NetQ.

Meet customer expectations

**Service Feasibility**

- **Customer Order**
  - Checking for commercial and technical service feasibility

- **Service Order**
  - Creation and control service provision workflow
  - E2E Service Test
    - Testing service availability
  - Service Activation
    - Allocation of available resources for the service
  - Service Fulfillment
    - Service configuration (manually or automatically) in the network

**Performance and QoS management**

ALTAIA enables the management of performance and QoS in telecommunications’ networks and services. It deploys a set of modules that, together, offer a global view on several indicators, such as: counters, traffic and network performance, quality of service, network and service usage, service guarantee analysis, thresholds alarms, network and service metrics (KPI and KQI) and Service Level Agreements (SLA).

**Main features**

- Collection of resource indicators and counters from all type of network elements;
- Inventory-based data’s enrichment;
- Definition of metrics’ dictionaries for the whole company;
- Production of performance and QoS metrics;
- Definition of threshold violation levels (SLAs);
- Detection and generation of degradation alarms;
- Data warehouse with performance KPIs and automatic data aging mechanisms;
- Support for the management of network upgrades or maintenance activities;
- Support for predictive analysis based on forecasts and trending techniques aimed at predicting any degradation of networks and/or services.

**Customer benefits**

- Access a tool that offers integrated management of your network performance and QoS;
- Gain an end-to-end view of QoS and performance data;
- Manage multi-supplier and multi-technology performance and QoS;
- Quickly integrate new indicators, KPI and KQI, using configuration tools;
- Easily manage SLOs and SLAs;
- Support for planning activities based on historical performance, prediction of impact analysis and detection of seasonality;
- Enjoy a scalable solution based on web interfaces, that offers multiplatform support and flexibility, thanks to an architecture that is able to keep up with your business’ changes without requiring solution’s redesign.

**Process approach**

**Customer Order**

- Ordering a service
  - Checking for commercial and technical service feasibility

**Service Order**

- Service Fulfillment
  - Service configuration (manually or automatically) in the network

**E2E Service Test**

- Testing service availability

**Service Activation**

- Allocation of available resources for the service
Service assurance: problem management

Problem management is all about minimizing the customer impact caused by service unavailability. To do so, it is necessary to have a complete knowledge of network and service status, close to real time monitoring and end-to-end processes to diagnose and resolve problems quickly. The roles assigned to all stakeholders must be well defined and prioritization rules must be set, according to business impact and SLAs. After a customer’s complaint, giving effective and fast feedback must be the main goal.

NOSSIS products involved: Netwin; Sigo WFM; Alarm Manager; Sigo TTK; NetQ; Network Activator; ArQoS.

Taking care of your problems

Problem management

The SIGO TTK solution has been designed as a single system for the management and centralization of all network and service faults/anomalies. In addition to the tickets originated in Customer Care complaint channels, the SIGO TTK can also be used to manage other tickets which might arise – in short, any process that requires managing, registering, controlling and assigning anomalies detected in the network or in a service.

Main features

• Integrated management of tickets, including identification of common faults/root causes for services and resources;
• Management of fault workflows arising from participation, failure, degradation, preventive maintenance or a planned action;
• Control over deadlines, including in breakdown situations (SLAs);
• Management of external supplier SLAs with control over configured objectives and resolution times;
• Automatic notifications by email or SMS about changes in repair status;
• Open APIs enabling integration with external Alarm Manager systems, CRM, Inventory Systems, ERP Systems, etc.

Customer benefits

• Enjoy agile TTK management with real-time feedback on the progress of corrective work and network availability;
• Increase the number of tickets resolved per time unit and the speed of problem resolution, thanks to optimization and control of resources;
• Meet SLAs objectives, with tools to detect SLAs violations in real-time;
• Enable an efficient maintenance of your assets, by managing preventive maintenance tasks;
• Improve working procedures and organizational efficiency;
• Benefit from automatic and centralized interaction with external suppliers.
Service assurance: quality of service

Customer satisfaction is a priority for any CSP to meet customer’s expectations and maintain their loyalty. What contributes the most to customer’s satisfaction is Quality of Service. Based on network data collection, monitoring, analysis, reporting and QoS improvement procedures, it is possible to maintain a healthy network and detect behaviors that can jeopardize performance or violate customer’s SLAs. Implementing a QoS process that covers all network’s technologies and services also enables corporate reports that can help planning future network investments.

NOSSIS products involved: Network Activator; Altaia; ArQoS.

Following customer experience

Fault management

The Alarm Manager system is responsible for the acquisition and processing of events received from the network and/or external systems. It offers advanced functionalities to associate events with alarms and failure points. It can be used to define the lifecycles of all the alarms created in the system, while also monitoring the processing infrastructure as well as the various collection channels.

Alarm Manager

Main features

- Collection, filtering and centralized processing of alarms for all types of equipment and technologies;
- Application of filters and counters to reduce the number of priority alarms sent to the operator;
- Alarms enrichment with inventory data;
- Advanced correlation of alarms based on rules, making it easier to detect the original cause of each problem;
- Manual and automatic trouble tickets’ generation – integration with the TTK system;
- Analysis of service impact;
- Advanced statistical analysis of alarms in order to detect failure curves.

Customer benefits

- Reduce operational costs thanks to the centralized management of alarms, with an integrated network and service status view;
- Detect problems in real-time, before the customer is even aware of them (integration with TTK);
- Shorten resolution times (MTTR) and increase service availability;
- Optimize your network and service failure management processes also simplifying operational tasks;
- Increase your business’ efficiency by determining the impact of the alarms on the service.

Measuring (probing)

Obtaining QoS data information from probing equipments

Monitoring (KPI,KQI,...)

Collecting QoS and performance data from the network

KPI and KQI generation

Quality of Service

Planning

Analysis

QoS Data Collection

Planning the Network to cope with new business needs

QoS analysing and SLA violation detection

SLA violation Reporting

QoS improvement activities

Reportings
Who benefits from it?

• Maximizing operational efficiency, by providing a fully integrated process approach, driven by business needs;
• Reducing service activation times, by including end-to-end provisioning, with automatic resource configuration and activation;
• Improving problem resolution, using global management information, available at all levels, with fast and accurate problem diagnosis;
• Reducing maintenance times and costs, based on accurate and real-time information;
• Increasing end customer satisfaction levels, by testing and monitoring resources to ensure SLA compliance.

Business benefits

Network Activator is a service activation platform that also serves as a mediator between the various operations support systems and the network. It allows telecommunications' operators to implement automatic provisioning processes and network discovery, as well as to gather performance data. With NA, Telco operators will no longer need to manage different activation systems for each network or manufacturer technology.

Main features

• Multiservice/Multitechnology mediation and activation, using an OSS abstraction layer for services and resources;
• Activation sequences for configurable services supporting both synchronous and asynchronous orders;
• Deploys a large variety of southbound interfaces in a flexible configuration, to transform the common information model into specific resource commands;
• Simple insertion and configuration of new resources with no impact on system availability;
• Auto-discovery of new resources, including interfaces with inventory reconciliation;
• Collection of resource management information, including performance and configuration items.

Customer benefits

• Quickly integrate new technologies and equipments, using configurable plug-ins by technology;
• Keep your inventory information accurate using its autodiscovery and reconciliation functions;
• Speed up time-to-market thanks to the flexible configuration of new services and fully automated service provisioning;
• Enable near real-time collection and monitoring of performance data, facilitating up-to-date SLA analysis;
• Benefit from a scalable solution and a redundant architecture that grows with your business.
Order and provisioning management

Order Manager

Order Manager is responsible for controlling the execution of customer service provision orders, offering end-to-end coverage. It coordinates the workflow of activities distributed by the various intervening systems until the customer’s requests have been fully met. Order Manager helps to define the activities concerning the implementation of new services and offers swift control over its execution.

Main features

• Management of orders and order dependencies, breaking down requests into elementary activities;
• Service and resource provisioning flow based on orchestration, and centralized control over task execution flows;
• Process definition and editing, supporting manual and automatic tasks, providing graphical display of the process development;
• Process monitoring and user notifications by email or SMS, with orders’ recovery in an error state;
• Interfaces with all systems intervening in the provisioning process;
• Jeopardy management;
• Order enrichment based on service catalog;
• Graphical display for definition and editing of service catalog.

Customer benefits

• Enable automatic end-to-end provisioning flow;
• Rely on less human intervention;
• Speed up the introduction of new services;
• Centralize your flow control;
• Improve flow integration with external systems;
• Benefit from an easy graphical display, enabling rapid process development.

The architecture

NOSSIS covers the Operations Support & Readiness, Fulfillment and Assurance areas, with the following products: Netwin, Sigo WFM, OM, NA, Sigo TTK, Alarm Manager, Altaia, ArQoS and NetQ. The NOSSIS suite enables the automation of enterprise processes thanks to an integrated and complete view of all its resources and activities, minimizing operational costs, and contributing to a faster time-to-market.
**NETWIN**

NETWIN comprises project, construction and inventory functions, allowing it to support every fulfillment and assurance processes for Telco operators and service providers. The solution includes all levels of information inventories, from the inventory of the infrastructures’ physical resources, through the various physical and logical network levels to service management, thus providing overall end-to-end coverage.

### Main features
- Planning physical and logical network infrastructures, network construction and resource allocation workflows;
- Inventory of infrastructures and physical network resources (indoor and outdoor), with georeferenced outdoor infrastructures;
- Logical inventory of networks and services, including management of multiservice, multi-technology and multivendor resources and catalogues;
- Reservation and resource allocation features (supporting automated provisioning), with open APIs for OSS/BSS integration;
- Capacity management for physical and logical resources;
- Network reconciliation (via mediation system).

### Customer benefits
- Master inventory for the whole Company;
- Navigate easily through all your business information, from the physical infrastructure component to the service logic component;
- Gain an end-to-end view of service composition and compatibility with a wide range of technologies;
- Benefit from an accurate project design, thanks to the inputs from physical and logical capacity reports, plus site surveying;
- The integration with external systems becomes easier for supporting other processes (like fulfillment, assurance, and others);
- Guarantee accurate inventory information, using network reconciliation processes for maintaining up-to-date information.

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**SIGO WFM**

SIGO WFM is a powerful tool to create, register and automatically allocate Work Orders to the entity responsible for carrying them out. It can be used to manage users and teams, making it possible to allocate groups of network elements to specific teams/persons. It also allows setting up preventive intervention schedules and managing individualized tasks, besides offering ways to manage and locating teams in the field, using mobile units.

### Main features
- Management of Work Order (WO) workflows and dependencies between WO;
- Team management, including scheduling/executing deadlines and creating preventive intervention scales;
- Measurement and analysis of operational performance;
- Real-time monitoring with automatic alerts and notifications;
- Automatic allocation of tasks with associated additional information;
- Estimate the execution time and control over the actual duration of tasks;
- Management of the automatic creation of periodical WO;
- Real-time allocation of work orders and communication with teams and/or vehicles.

### Customer benefits
- Have real-time control over the working progress;
- Improve monitoring and management of resources in the field;
- Optimize allocation of workforce resources;
- Increase volume of work orders while using the same resources;
- Speed up the resolution of problems;
- Enhance working procedures and organizational efficiency;
- Improve the capability to meet customer’s needs.
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Order and provisioning management

Order Manager

Order Manager is responsible for controlling the execution of customer service provision orders, offering end-to-end coverage. It coordinates the workflow of activities distributed by the various intervening systems until the customer’s requests have been fully met. Order Manager helps to define the activities concerning the implementation of new services and offers swift control over its execution.

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Customer Management
Service Management
Resource Management
Who benefits from it?

• Maximizing operational efficiency, by providing a fully integrated process approach, driven by business needs;
• Reducing service activation times, by including end-to-end provisioning, with automatic resource configuration and activation;
• Improving problem resolution, using global management information, available at all levels, with fast and accurate problem diagnosis;
• Reducing maintenance times and costs, based on accurate and real-time information;
• Increasing end customer satisfaction levels, by testing and monitoring resources to ensure SLA compliance.

Business benefits

Network Activator is a service activation platform that also serves as a mediator between the various operations support systems and the network. It allows telecommunication operators to implement automatic provisioning processes and network discovery, as well as to gather performance data. With NA, Telco operators will no longer need to manage different activation systems for each network or manufacturer technology.

Main features

• Multiservice/Multitechnology mediation and activation, using an OSS abstraction layer for services and resources;
• Activation sequences for configurable services supporting both synchronous and asynchronous orders;
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• Simple insertion and configuration of new resources with no impact on system availability;
• Auto-discovery of new resources, including interfaces with inventory reconciliation;
• Collection of resource management information, including performance and configuration items.

Customer benefits

• Quickly integrate new technologies and equipments, using configurable plug-ins by technology;
• Keep your inventory information accurate using its autodiscovery and reconciliation functions;
• Speed up time-to-market thanks to the flexible configuration of new services and fully automated service provisioning;
• Enable near real-time collection and monitoring of performance data, facilitating up-to-date SLA analysis;
• Benefit from a scalable solution and a redundant architecture that grows with your business.
**Service assurance: quality of service**

Customer satisfaction is a priority for any CSP to meet customer’s expectations and maintain their loyalty. What contributes the most to customer’s satisfaction is Quality of Service. Based on network data collection, monitoring, analysis, reporting and QoS improvement procedures, it is possible to maintain a healthy network and detect behaviors that can jeopardize performance or violate customer’s SLAs. Implementing a QoS process that covers all network’s technologies and services also enables corporate reports that can help planning future network investments.

**NOSSIS products involved:** Network Activator; Altaia; ArQoS.

**Following customer experience**

**Measuring (probing)**
- Obtaining QoS data information from probing equipments

**QoS Data Collection**
- Collecting QoS and performance data from the network

**Monitoring (KPI,KQI,...)**
- KPI and KQI generation

**Planning**
- Planning the Network to cope with new business needs

**Analysis**
- SLA violation Reporting
- QoS analysing and SLA violation detection

**QoS Improvement**
- QoS improvement activities

**Alarm Manager**

The Alarm Manager system is responsible for the acquisition and processing of events received from the network and/or external systems. It offers advanced functionalities to associate events with alarms and failure points. It can be used to define the lifecycles of all the alarms created in the system, while also monitoring the processing infrastructure as well as the various collection channels.

**Main features**
- Collection, filtering and centralized processing of alarms for all types of equipment and technologies;
- Application of filters and counters to reduce the number of priority alarms sent to the operator;
- Alarms enrichment with inventory data;
- Advanced correlation of alarms based on rules, making it easier to detect the original cause of each problem;
- Manual and automatic trouble tickets’ generation – integration with the TTK system;
- Analysis of service impact;
- Advanced statistical analysis of alarms in order to detect failure curves.

**Customer benefits**
- Reduce operational costs thanks to the centralized management of alarms, with an integrated network and service status view;
- Detect problems in real-time, before the customer is even aware of them (integration with TTK);
- Shorten resolution times (MTTR) and increase service availability;
- Optimize your network and service failure management processes also simplifying operational tasks;
- Increase your business’ efficiency by determining the impact of the alarms on the service.

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Customer benefits

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- Meet SLA’s objectives, with tools to detect SLA’s violations in real-time;
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Service Feasibility

Customer Order

Checking for commercial and technical service feasibility

Service Order

Creation and control service provision workflow

E2E Service Test

Testing service availability

Service Activation

Allocation of available resources for the service

Resource Allocation

Service configuration (manually or automatically) in the network

Customer benefits

- Access a tool that offers integrated management of your network performance and QoS;
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With a well planned project and construction process, which adjusts to the evolution of business objectives, CSP investments will be more effective. Accurate resources' information will reduce errors in the field, boosting service provisioning and increasing efficiency of on-site installations. Reliable and updated network information is a key factor to ensure operational success.

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Enabling your future

Site Survey
- Planning
  - Planning the Network to cope with new business needs
- Design
  - Defining and characterizing network evolution
- Implementation
  - Putting in place all infrastructures, equipments and connections
- Inventory
  - Updating inventory information with implementation data
- As Built
  - Updating network design and validating implementation

Main features
- Monitoring the network and services;
- Quality of Experience (QoE) analysis;
- Intrusive and non-intrusive probing points;
- Support for fixed network, mobile network and IP technologies;
- Automated end-to-end preventive maintenance, service oriented;
- Interfaces’ deployment in diagnosis systems (such as NetQ);
- Logical service tests.

Customer benefits
- Reduce OPEX through automatic preventive maintenance;
- Reuse probing points for various services and send notifications to customers;
- Optimize CAPEX through a deep understanding of your network and services’ performance;
- Upgrade and test new services, from the customer’s point of view;
- Gain a better understanding of your competitors’ performance levels;
- Insure your business’ revenue thanks to an auditing mechanism that detects anomalies in the invoicing process, avoiding revenue losses or wrong billing.

Probing and testing

ArQoS allows operators to make probing calls/connections to monitor network and service performance, using different types of technology (fixed/mobile/IP). It is used to determine the most relevant quality of service parameters (KPI and KQI) and the functional aspects of the respective services, in accordance with ETSI/ITU-T/IETF standards and recommendations, wherever applicable.

Enable your future
A complete solution for your business

NOSSIS is a suite of fully integrated OSS products, designed according to TM Forum Frameworx’s guidelines, which covers end-to-end operational processes through its modular architecture.

NOSSIS helps Communications Service Providers (CSP) to manage multi-technology and multiservice networks, covering the activities of Network Development and Inventory, Service Fulfillment and Service Assurance with the main objective of reaching Customer Centric Operations.

End-to-end approach

Certification

NOSSIS was the first OSS suite to be awarded a TM Forum Frameworx 12 Product Conformance Certification.

This certification recognizes the degree to which NOSSIS Suite 2.0 complies with the TM Forum’s Frameworx 12.

The engagement with TM Forum allows us to independently verify and certify how well our business processes and information models align with the industry standards found in Frameworx. Companies who certify their products and solutions can quickly and easily demonstrate how they meet those requirements.

All NOSSIS products are according to the TMForum TAM architecture, having native integrations. User access control and Single Sign On are part of the NOSSIS suite.

NOSSIS functional areas

AS

NetQ is a centralized system for network supervision that automates requests for end-to-end service tests and diagnosis. It collects and processes the main parameters for network and service elements according to configured rules, offering an overall view on the service. NetQ is used to check network lines for the possibility of supporting certain broadband services. It is also able to carry out remote corrective actions, both for installations and corrective maintenance.

Main features

- Centralized testing of the physical and logical network resources, including support for multi-technology tests and diagnostics;
- Flexible and configurable algorithms for end-to-end diagnosis of the service;
- Easy and rapid accommodation of new tests and diagnosis algorithms for new service offers;
- Algorithms for technical feasibility, based on the tests;
- Deployment of interfaces for remote system access;
- Possibility of interacting remotely with (physical or logical) resources or services;
- Deployment of problem-solving guides, based on automatic diagnosis and actions that can be carried out remotely;
- Programming periodic tests for proactive purposes.

Customer benefits

- Use end-to-end service testing and diagnosis tools;
- Reduce operating costs with minimum field force intervention;
- Benefit from installation support, either through the diagnosis of potential problems or through auxiliary configurations of activities in the field;
- Increase the autonomy of technicians and accelerate processes;
- Reduce average repair times, fault recurrence rates and average response time;
- Allow the call centre, the technical back office and the field force technicians to intervene in configurations;
- Improve your customers’ quality of experience.

Test and diagnostics

NetQ

Test and diagnostics

Main features

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- Flexible and configurable algorithms for end-to-end diagnosis of the service;
- Easy and rapid accommodation of new tests and diagnosis algorithms for new service offers;
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- Improve your customers’ quality of experience.

Problem management

Management of problems based on network issues (faults/alarms) or customer complaints: analyzing the occurrence, identifying root causes, resolving problems and carrying out a final validation.

Quality of service

Monitors resources and collects performance data to ensure the improvement of network activities and services’ quality. This includes the generation and analysis of KPIs and KQIs indicators, degradation detection and SLA’s violations.
A complete solution for your business

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End-to-end approach

Network development & inventory

Execution and control of network projects, including infrastructures activities based in field surveys, support to network construction, validation and registration of the information about the resources involved.

Service fulfillment

Management of customer demand for a product or service. It involves: service order requests, the definition and execution of provisioning workflows, network configuration, resource activation, information registry, service validation and availability to the customer.

Our services

We are aware of the operations’ importance in your business, so we provide services to help you run them smoothly and effectively. With a vast experience in OSS business, we provide the best practices in the market to improve your operational response.

Consulting

• Analysis of best practices regarding operational processes;
• Planning strategic and transformation processes;
• Improving network performance and quality.

Support and maintenance

• Global and local support;
• 24h/7 helpdesk care service;
• On site operations assistance experts.

Deployment

• Project management;
• Design, development, integration & test, go-live and roll-out.

Training services

• Classroom and e-learning packages;
• On-site "hands on" training.
About Altice Labs

Delivering key telecommunications technologies since 1950, Altice Labs has been shaping the future of technology, enabling Communications Service Providers and Enterprises to offer advanced and differentiated services to their customers and users.

Altice Labs is an innovation and transformation catalyst supported on a strong and dynamic Innovation Ecosystem. Through technology, we are committed to improve people’s lives and the way in which companies do business.