



Ibis Performance Insights

Panoramic view across network infrastructure

Big data approach for
the telco industry

Cost optimization and increased network quality

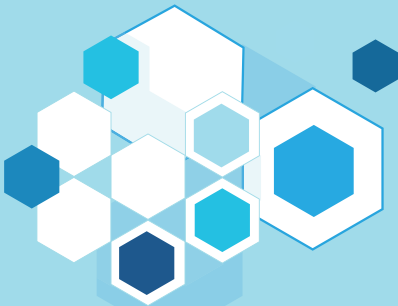


Network Analytics

- Network performance visibility
- Business service management
- Proactive network maintenance
- Proactive capacity management and planning
- Field operations insights
- Realtime root cause analysis

70%

Critical Degradation
was detected 24h
in advance



Customer satisfaction and churn prevention



Customer Analytics

- Real time and historical overview of customer services health
- Predictive analytics for churn prevention
- Building Customer loyalty and retention

10%

Reduced Customer
Complaints



Network Analytics

Network Operations Center

Real End to end performance visibility including visibility of relations of problems between different elements. IPI provides a unique way to monitor optical nodes in HFC networks without the need to use additional probes or transponders. With performing root cause analysis in real time NOC has proactive alarming. This helps NOC to be able to react to a large number of complaints comes to Customer Center.

Advanced monitoring of CPE equipment, MPLS network and other network domains. Preventive actions which are based on advanced analytics result in a decrease in the number of network issues and better availability of the system and all services.

Automated detection of group problems based on advanced real-time analytics before customers start to contact Call Center. Isolation of the element that is the problem root cause (MPLS device, interface, an optical node, amplifier, mac domain, DSLAM port etc.). Reduced time for detection and problem-solving. Decreased service downtime.

Reduced service downtime due to visibility and problem correlation between CPE (modems, STB, WiFi ap, GPON ONT etc.) and access and core network (optical nodes, amplifiers, CMTS, MPLS, GPON OLTs, DSLAMs etc.)

Reduced number of SLA violations as well as achievement of internal performance targets due to generic SLA module that proactively alarms and effectively prioritizes issues in problemsolving based on SLA contracts and targets



Field Operations

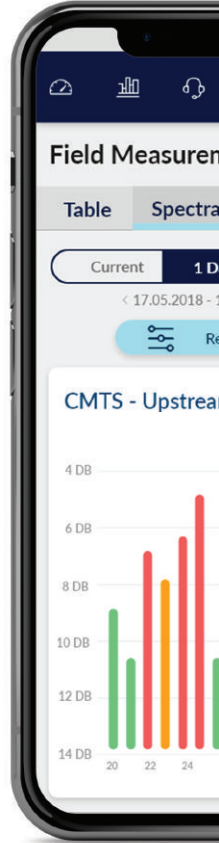
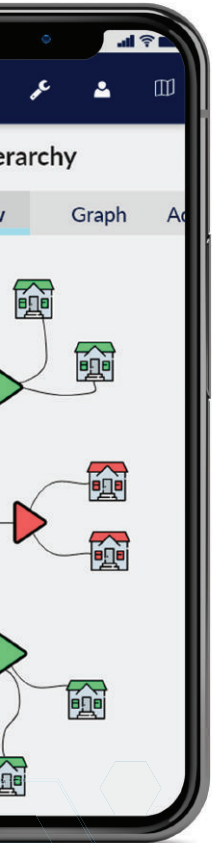
Increase workforce efficiency by providing actionable information in mobile-friendly fashion and allowing on-the-spot repair validation while avoiding callbacks.

Improve time-to-fix and first-time fix rates, using tools described in the previous line.

Reduce the number of bad installations and complaints related to it. IPI is identifying new modems in the network, automatically starting advanced, frequent monitoring for them and isolating ones with poor parameters, so the technician can be proactively sent to fix the issue.

Speed up troubleshooting with special troubleshooting tools specially designed for troubleshooting cases in cable network – such as a tool for faster noise source identification.

Reduce number of repeated complaints by providing mechanism to control field technicians work quality and its compliance with defined field procedures.

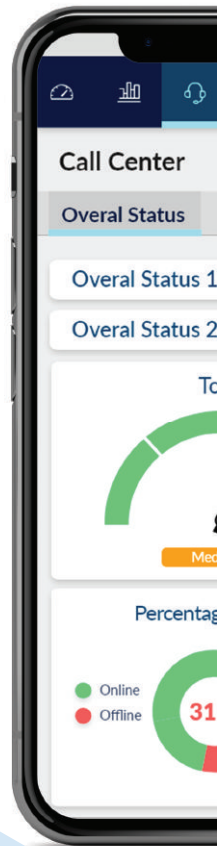
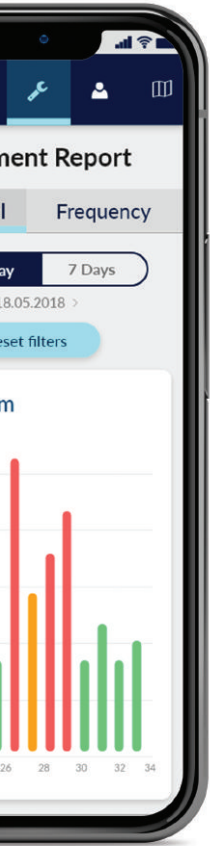


Customer analytics

Customer analytics module help Telco providers to better understand their customers, customer experience and customers' needs. Thanks to this module providers can improve customer experience and monetize hidden upsell/cross-sell opportunities. Besides these two, IPI provides support for customer care and helps to:

Improve efficiency of customer care first line support (call centre), by providing call-centre optimized dashboards that contain all relevant information, including information is the customer affected by some bigger network-related problem (group problem). This additionally improve customer satisfaction.

Resolve misunderstandings between call-centre (L1) and technical department (L2/L3), by introducing objective, common measures and standards for service quality.



About Ibis Instruments



Ibis Instruments company was founded in Belgrade and since then it has constant growth and success. Together with leading global IT vendors, we deliver innovative solutions for telco, enterprise and government clients.

Ibis Instruments has a wide portfolio based on three pillars:

Software development – with our Big Data and Analytics solution Ibis Performance Insights (iPi) we decided to focus on the development of advanced software.

System integration – as IBM Platinum Business Partner and Microsoft partner we are positioned as market leaders in OSS and BSS integration.

Measurement instruments were for a long time the first and only line of business. Together with our vendors (Keysight, Viavi, Teoco, Narda, ATDI, Microsemi), we offer a wide scope of test and measurement equipment that enable uninterrupted and quality operation of networks and services.

- **22 YEARS IN BUSINESS**

A reliable partner.

- **MORE THEN 70 EMPLOYEES**

In five branches.

- **OVER 300 CLIENTS**

In 10 countries.

We are fast moving organization, and we want our clients to be so – and that’s why our services and development teams are always willing to add or modify functionalities of the solution in the shortest time.



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