



# HELIX SERVICE ASSURANCE



[www.teoco.com](http://www.teoco.com)

# Helix Service Assurance



## Smart Service Assurance - Your Competitive Edge

**TEOCO's Helix suite of service assurance solutions help carriers to predict, identify and quickly resolve service-impacting problems and network outages.**

Assuring a quality customer experience isn't as easy as it used to be. Today's cloud-enabled, hybrid networks are incredibly complex. New technologies and 5G networks are being rolled out, and many services have become increasingly mission-critical. In addition, enterprise customers are demanding greater visibility and control, with service level agreements that require constant monitoring. These factors highlight the need for 'smart' service assurance, making it the competitive edge today's carriers are looking for.

### **Helix Service Assurance:**

- Expedites and automates the resolution of network fault, performance and service issues
- Predicts and prevents network outages, service degradations and SLA violations
- Generates actionable analytics-driven insights
- Supports closed-loop orchestration and self-healing

Carrier-grade and highly scalable, Helix Service Assurance supports highly dynamic network environments across all major wireless and wireline network technologies, including 5G, NFV and Cloud.



*"Our relationship with TEOCO goes back to 2002, and we're happy to continue this with our implementation of Helix. TEOCO was able to provide us with a product that met our particular network performance management needs, supported by a significant local presence and resources that provide valuable expertise, system support and insight for us to draw upon, as and when we need it."*

- Gediz Sezgin, EVP Network Technologies, Turkcell

# Helix Service Assurance



## Addressing current and future assurance challenges



Increasing customer expectations, tougher competition and highly complex technologies are all expected to continue shaping the communications landscape over the next several years. Helix Service Assurance is built to address these challenges, providing CSPs with powerful capabilities for managing network faults, performance and services.

## The rise of analytics



Helix Analytics uses patented, machine-learning algorithms to analyze large volumes of real-time and historical data; revealing deep insights that help operations and engineering teams to focus their attention on critical issues and deploy new services more quickly. It filters and prioritizes alarms, identifies the root cause of problems, automates network healing and resolution processes, and discovers resource and service anomalies to enable preventive care.

## Taking a customer-first approach at the service operations center



With an increasing focus on customer experience as a differentiating factor, Helix enables service operations centers (SOCs) to monitor, prioritize and investigate issues at the service level. Improve customer satisfaction by prioritizing network failures that could impact the customer experience; predict network maintenance issues and notify customers in advance; and provide access to service performance metrics through customer-facing digital portals.

## Evolution to virtualized networks



As NFV and SDN deployments continue to expand, Helix offers native support for hybrid networks constructed of both physical and virtual elements. Based on a scalable, cloud-based architecture, Helix enables closed-loop automation, easily integrates with network orchestrators, monitors SLAs in multi-vendor networks, and accurately analyzes dynamic network and service topologies.

## Migration to 5G



For mobile operators, Helix's advanced tools solve some of the major challenges of the upcoming 5G era, including: context-aware analysis of massive amounts of data and fault indicators, real-time slice monitoring of user-configurable services, and closed-loop optimization of diverse RAN resources.

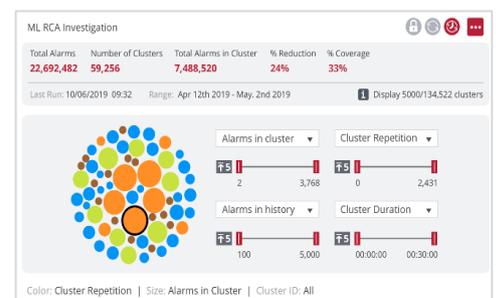
# Helix Service Assurance



## Helix Service Assurance Solutions

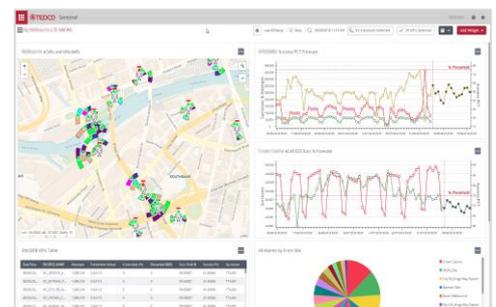
### Fault Management

Helix Fault Management oversees the entire alert management process. It enables network operations teams to visualize, monitor and repair network and IT issues in real-time. A set of advanced correlation and automation tools empowers network operations centers to prioritize alarms, so teams can focus their resources on the most problematic faults, predict potential network degradations, and take the necessary corrective actions to minimize downtime and customer impact.



### Performance Management

Helix Performance Management helps service providers stand by their promises. It manages and forecasts network performance and quality of service (QoS) issues for complex, multi-technology networks. Built to process massive amounts of data using the latest in Big Data technology, Helix PM helps operations and engineering teams to identify network traffic patterns, predict potential failures, and plan for future network expansions. Helix PM's advanced algorithms automatically detect network anomalies and utilize adaptive thresholds to better monitor KPI trends.



### Service Management

Helix Service Management puts customers and their specific services in the spotlight. It provides service operations centers with a comprehensive set of management tools to monitor, prioritize and investigate fault and performance issues at the service level. Based on industry-leading network and service models, Helix Service Management includes an intuitive set of geolocation and data visualization capabilities, and provides an end-to-end view of customer interactions across the network, enabling SOC users to identify and predict which sites, services and customers will be impacted, reducing the risk of SLA violations.



# ABOUT TEOCO



**TEOCO is a leading provider of analytics, assurance & optimization solutions to over 300 communication service providers (CSPs) and OEMs worldwide.**

Our solutions enable the digital transformation of CSPs while enhancing their network QoS, improving their customer experience and reducing their operational costs.

Through advanced analytics and automation, TEOCO solutions provide actionable and measureable insights into network and customer behavior. This includes the optimization, effective monetization, and delivery of new and existing services, such as VoLTE and Video.

Our commitment to network flexibility and agility makes TEOCO the obvious choice for CSPs looking to leverage NFV/SDN and the rise of 5G, and to maximize the revenue potential of new opportunities tied to video and the emerging Internet of Things (IoT).



**Global  
Footprint**



**Extensive  
Portfolio**



**Proven  
Solutions**



“Acquisitions, together with ongoing R&D investments help place TEOCO in a strong position in the assurance and analytics markets for zero touch automation for 5G, VoLTE, NFV/SDN and IoT solutions”

- Analysys Mason