Helix Performance Management

SINGLE UNIFIED PERFORMANCE MANAGEMENT VIEW ACROSS ALL DOMAINS AND VENDORS OF THE NETWORK

Going Beyond Customer Expectations

The challenge of Communication Service Providers (CSPs) in the world of convergent networks is to meet their service-level agreements and go beyond their customers' expectations to remain competitive. To achieve high customer experiences, CSPs need tools enabling them to collect, process, analyze, and present traffic information from any vendor or network types, in various data formats.

Can you Keep Your Promises?

Helix Performance Management (PM) helps CSPs stand by their promises, and offers a cost-effective, scalable solution for managing performance and quality of service (QoS) for multi-domain, multi-technology, multi-vendor and multi-environment networks.

Simplify & Improve Network Performance Management

With its highly advanced data processing capabilities, sophisticated analysis tools, and intuitive user interface, Helix PM simplifies and improves your ability to view and manage the performance of the network. With Helix PM, performance issues are resolved more quickly, and your ability to promptly adapt to changes is increased. You can now understand the nature of your network's traffic and anticipate trends.

Monitor

Dashboards, alarms and push notifications are offered, while Helix PM easily handles large data volumes.

Troubleshoot

Root-cause analysis workflows and drill down capabilities in a powerful inspector. Helix PM aggregates data to maintain system performance and calculates KPIs and KQIs, while supporting late and missing data situations.

Optimize

Health check and top offender reports and analysis packs provide guided optimization.

Key Performance Components

DATA QUALITY

Provides engineers with confidence that data is accurate complete and up to date.

TRAFFICGUARD

Preempts network behavior changes before actual failure.

REPORTER

Use out of the box reports or create your own. Schedule and automatically distribute reports.

INSPECTOR

Analyze data and troubleshoot problems with powerful process driven workflows. Drill up, down and across during analysis.

FORECASTING

Forecast capacity upgrades as well as KPI or SLA threshold breaches.

INTEGRATED SERVICE ASSURANCE

Shared mediation with Fault and Service Solutions.

Why Helix PM?

Multi-vendor, technology, domain, environment

Over 50 vendors across RAN, Backhaul, Core, IP, VAS and PSTN domains supported

Better Network Quality

Plans upgrades before degradations and congestions occur

TCA feed NOC fault management operations

Correlates between subscriber complaints and performance degradations

Boost your Efficiency

Drill up / down for alarms investigation

Proactive view of service degradations

Flexible reporting and powerful investigation through root cause analysis workflows

Automatic thresholds management

Maximizes network utilization & minimizes investment

Cost efficient data routing

Ceasing low usage routes

Just in time CAPEX & OPEX spend for capacity upgrades

Supports users across multiple departments

Network Engineering Management

Network Operations

Capacity planning

Network design and optimization

Assure. Analyze. Optimize.

Data-Driven. Results-Oriented.

TEOCO is a leading provider of planning, assurance, analytics and optimization solutions to communications service providers (CSPs) worldwide. We leverage our expertise in big-data and real-time capabilities to help over 300 of the largest service providers in over 100 countries to run their networks and businesses more efficiently, profitably and to optimize the customer experience.