Helix
Service Assurance

Smart Service Assurance - Your Competitive Edge

What makes a true difference between one service provider and another? As price differences tend to erode in competitive markets, in the eyes of customers it all comes down to the quality of service they get from their provider, as reflected in their overall customer experience.

Helix Service Assurance suite equips CSPs with powerful tools to anticipate, identify and resolve service problems and network outages. The Helix platform enables a proactive approach to service assurance:

- Expedite the resolution of fault, performance and service issues
- Automate your most complex NOC and SOC processes
- Prevent service degradations and SLA violations
- Generate actionable insights to support closed-loop orchestration and self-healing

The result: dramatic gains in service quality and availability, along with significant reduction in operations expenses.

Addressing Current and Future Assurance Challenges

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

The rise of analytics

Helix Analytics tools apply unique, patented machine-learning algorithms to reveal deep insights leveraging large volumes of real-time and historical data. These insights help operations and engineering teams to focus their attention and support fast deployment of new services. Filter and prioritize alarms, identify the root cause of problems, automate healing and resolution processes, and discover resource and service anomalies for preventive care.
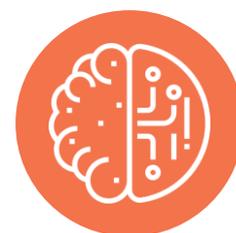
Move from NOC to SOC

With the increasing focus on customer experience as a differentiating factor, Helix enables service operations centers to monitor, prioritize and investigate issues at the service level. Improve customer satisfaction by concentrating on customer affecting failures, predicting maintenance impact, providing advance notifications and making service performance more visible 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 physical and virtual elements. Based on scalable cloud-based architecture, Helix enables closed-loop automation, integration with orchestrators, SLA monitoring in multi-vendor networks, and accurate analysis of dynamic network and service topology.

Migration to 5G

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

Fault Management

Helix Fault Management solves every aspect of alerts management process. It enables operations teams to visualize, monitor and repair the network and IT malfunctions in real-time. A set of advanced correlation and automation tools empowers NOC users to prioritize alarms, focus their resources on the most problematic faults, predict network degradations and take the necessary corrective actions to minimize the downtime and customer impact.
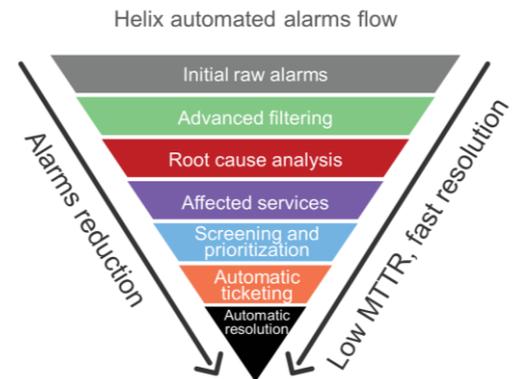

Performance Management

Helix Performance Management helps service providers stand by their promises. It offers a scalable solution for managing and forecasting performance and quality of service (QoS) for complex, multi-technology networks. Built to process large amounts of data, using latest cutting-edge Big Data technology, the solution helps operations and engineering teams to identify traffic patterns, predict failures and plan network expansions. Helix PM advanced algorithms automatically detect anomalies in network entities behavior and adapt thresholds to KPI trends.

Service Management

Helix Service Management positions customers and their specific services at the spotlight. The solution provides service operations centers with comprehensive management tools to monitor, prioritize and investigate fault and performance issues at the service level. Based on industry-leading network and service model, the intuitive set of geolocation and data visualization capabilities, along with end-to-end view of customers' interactions across the network enables SOC users to identify and predict the impacted sites, services and customers and reduces the risk of SLA violations.
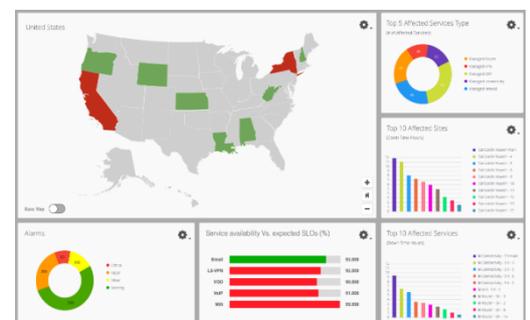
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