



# SOC Solution



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

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## OVERCOMING THE “SERVICE BLIND SPOT”

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With an increasing need to offer more personalized services to their subscribers, while facing the growing complexity of their networks, and the challenges posed by a diversification of their business models to cloud and digital services, CSPs (Communication Service Providers) need to transition from NOC (Network Operations Centers) to SOC (Service Operation Centers).

Beyond repurposing their NOC resources, operators need to be accompanied throughout the transition with effective solutions that consolidate NOC skills and SOC requirements. With unified and centralized multi-dimensional metrics: KPIs/KQIs/CEIs, and powerful engines to boost the efficiency of users, Helix busts the silos between network and services views, so operation centers can deliver better quality of service and improve customer care capabilities.

### End-to-end service management spanning hybrid & virtualized networks

Offering a dedicated SOC dashboard to enable SOC users to monitor and view their services, sites, and customer status, Helix supports CSPs with their new operational processes, by:

- Prioritizing responses according to customer groups and Customer Lifetime Value (CLV)
- Including geo-location based services
- Focusing on enterprise customers governed by SLAs and particular needs

The SOC solution enables users to further investigate and drill into the services instances, and sites using performance, fault and configuration information, across domains, networks and topologies.

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## MTTR Reduction by 57%\*

as all metrics are consolidated across a single dashboard, thanks to Helix unified solution, offering service level information across fault, performance, service and customer experience management. SOC users are equipped with adequate processes and tools to investigate services, sites, and customer issues.



## Cost Saving and Revenue Generating

By using a single dashboard across operations, and engineering that extends its insight into customer care and marketing, users can achieve better segmentation. Besides, its business impact feature helps understand degradations from a cost perspective.



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## Key Features

### MULTI DIMENSIONAL METRICS

- KPIs
- KQIs

### ADVANCED VISUALIZATION

- Services
- Sites
- Customers

### CONSOLIDATED PLATFORM

- Cruiser for Alarms management
- TrafficGuard - alarms generation over KPIs
- Service Impact - business impact of degradations
- Configuration Information

### PERSONALIZATION

- Widgets
- Customized Layout
- Map Capabilities

### REPORT & TICKETING

- Reporter for Customized Reports
- NeTkT for Ticketing

### FUTURE PROOF

- Big Data ready – Hadoop
- NFV Ready
- Digital Services enabler

“[...] with TEOCO’s own service management solution and professional services organisation, the company is well positioned to help operators make the transition from NOC to a SOC.- *Service Operations Center: Enabling Differentiation Based on Superior Customer Experience, Analysys Mason Research Strategy Report, Anil Rao*”