Exploit **Algorithms** and global **Knowledge** to boost productivity in Network Quality Assurance!

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Key challenges of CSPs today

Balancing customer and network focus

How to exploit global expert knowledge in your organisation?

Questions
Challenge no. 1: **Tough business environment**
Challenge no. 2: Increasing network complexity

Types of “handovers” in mobile networks

• More technology => More things to go wrong!
Challenge no. 3: Huge amounts of data

- "Big Data" helps to capture huge amounts of data
- Automated processing is required (algorithms)!

Customers

Customer Experience Data

Network Performance Data

Network
Keep your eyes on key assets!

- **Customer focus**
- **Reactive**
- **Millions**

- **Technology focus**
- **Proactive**
- **Thousands**
Split of responsibility...
Split of responsibility...

Front Office

Back Office

• But "Back Office" should also have customer focus!
Split of responsibility...

- And "Front Office" should be proactive!

- But "Back Office" should also have customer focus!
Traditional tools in the market

- Front Office
  - Customer
  - Back Office
  - Network

- CEM tools

- OSS tools
How to fill the gap?

- Front Office
  - CEM tools

- Back Office
  - OSS tools

Customer

Network
How to fill the gap?: **Requirements**

- **Front Office**
  - CEM tools

- **Back Office**
  - OSS tools

- **Customer**

- **Network**

  - User friendliness!
  - Hide technical details
  - Automated reasoning
  - Collaborative support
How to fill the gap?: 2solve

- Front Office
- Back Office
  - CEM tools
  - OSS tools
- Customer
- Network

- OSS with a brain

2operate
2solve – Enrich your "raw" data

Vendor OSS platform
- configuration
- alarms
- counters, KPIs

Artificial brain
- algorithm (AI technology)
- expert knowledge
2solve – Empower your support organisation
Questions?

Thank you!

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See also!:

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