

# Improve user experience with cloud-native service assurance



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Red Hat and MYCOM OSI provide a cloud-native solution that helps you manage network performance and service quality across your network so you can deliver the best possible user experience.

## User experience determines service provider success

By 2025, there are expected to be 8 billion active mobile broadband subscriptions.<sup>1</sup> Customer experience can be a key differentiator for your business. As a result, 25% of service providers cite improving customer experience as the primary driver for their network transformation strategy.<sup>2</sup>

However, as both mobile networks and the number of connected devices grow, delivering consistently high network performance becomes increasingly difficult. Modern, multidomain, hybrid network topologies can quickly become complicated. Adding new technologies to established networks can cause performance bottlenecks if they are not properly integrated and deployed. Meanwhile, additional sources of traffic—including digital services and Internet of Things (IoT) devices—increase bandwidth demands.

MYCOM OSI, an independent software vendor (ISV) that provides assurance, automation, and analytics solutions to the world's largest service providers, partners with Red Hat to offer a cloud-native solution that manages performance and service quality for all types of traffic across modern hybrid networks. This production-ready solution allows you to deliver the best possible user experience while adopting new technologies and preparing for future growth.

## Automate service assurance across your entire network

Using cloud and container technologies, the Red Hat® and MYCOM OSI solution delivers service assurance across hybrid, virtual, physical, and edge networks, including mobile, fixed, and converged telecommunications and IT network domains. With a Red Hat and MYCOM OSI environment, you can perform proactive, real-time surveillance of network performance and service quality and automatically generate service impact and root-cause analyses of degradations and failures. Centralized monitoring and intelligence provides assurance-driven, closed-loop automation that optimizes network and service quality through orchestration and configuration management capabilities. Predictive network and service analytics help you prevent quality of service (QoS) degradations and service-level agreement (SLA) breaches and plan resource capacity more effectively.

Each component in the solution delivers key functionality. The [MYCOM OSI Experience Assurance and Analytics™ service assurance suite](#) provides performance, fault, and service quality management, as well as closed-loop automation and orchestration and network analytics capabilities. It is delivered using containers and integrates into a cloud-native platform based on [Red Hat OpenShift® Container Platform](#), [Red Hat OpenStack® Platform](#), and [Red Hat Ceph® Storage](#). Red Hat OpenShift is a production-ready Kubernetes container platform with full-stack automated operations to manage hybrid cloud and multicloud deployments. Built on Red Hat Enterprise Linux®, it is optimized to improve developer productivity and promote innovation. Red Hat OpenShift Container Platform allows individual MYCOM OSI Experience Assurance and Analytics components to be scaled independently in line with your infrastructure and application ecosystem needs. Red Hat OpenStack Platform provides a reliable, co-engineered cloud foundation with automated virtual resource management, while Red Hat Ceph Storage delivers high-performance, elastic, software-defined storage.

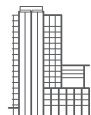


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<sup>1</sup> Ericsson, "Ericsson Mobility Report," November 2019. [ericsson.com/en/mobility-report](https://ericsson.com/en/mobility-report).

<sup>2</sup> GSMA, "The Mobile Economy 2020," 2020. [gsma.com/mobileeconomy](https://gsma.com/mobileeconomy).



### About Red Hat

Red Hat is the world's leading provider of enterprise open source software solutions, using a community-powered approach to deliver reliable and high-performing Linux, hybrid cloud, container, and Kubernetes technologies. Red Hat helps customers integrate new and existing IT applications, develop cloud-native applications, standardize on our industry-leading operating system, and automate, secure, and manage complex environments. Award-winning support, training, and consulting services make Red Hat a trusted adviser to the Fortune 500. As a strategic partner to cloud providers, system integrators, application vendors, customers, and open source communities, Red Hat can help organizations prepare for the digital future.

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## Deploy service assurance on-demand

The Red Hat and MYCOM OSI solution offers rapid, straightforward deployment and on-demand use case activation. Deploy the solution across existing and new infrastructure using a common code base for all systems. Streamline network operations by selecting use cases – like root-cause analysis and predictive maintenance – from a preintegrated catalog. Scale quickly to respond to high-use situations with confidence.

## Deliver a high-quality customer experience

The Red Hat and MYCOM OSI solution can help you manage and ensure a consistent, high-quality experience for your subscribers and enterprise customers. Optimize high-bandwidth application use and increase capacity across your entire network with real-time device use surveillance and reporting. Anticipate capacity needs and eliminate bottlenecks before they impact network performance with predictive analytics. Automate network changes to optimize service quality and customer experience with assurance-driven, policy-based analytics and orchestration.

## Reduce risk in virtualized and cloud environments

Red Hat and MYCOM OSI help you reduce the risk of poor performance and service interruptions through dynamic discovery, monitoring, and correlation of all network environment components. Gain visibility into service delivery and operations through data collection and analysis across your entire physical and virtual network. Reduce mean time to detect (MTTD) and mean time to repair (MTTR) with data-based preventative and corrective recommendations. Optimize processes and improve performance via closed-loop automation capabilities.

## Prepare for digital growth

The solution from Red Hat and MYCOM OSI can help you take advantage of digital service and IoT growth opportunities effectively. Maintain QoS even as IoT provides new sources of network traffic with proactive analytics. Ensure IoT service performance and availability through correlation of IoT device and service data with underlying network resources. Provide managed IoT services and access new digital revenue streams with domain-specific analytics. Access new features more frequently with MYCOM OSI's DevOps-based development processes.

## Learn more

Delivering exceptional customer experiences can help your organization better compete in a fast-changing industry. With Red Hat and MYCOM OSI, you can deliver a better user experience for your customers while innovating and preparing for network evolution.

To learn more, contact your Red Hat or MYCOM OSI sales representative or visit [redhat.com/telco](http://redhat.com/telco) or [mycom-osi.com/experience-assurance-and-analytics](http://mycom-osi.com/experience-assurance-and-analytics).