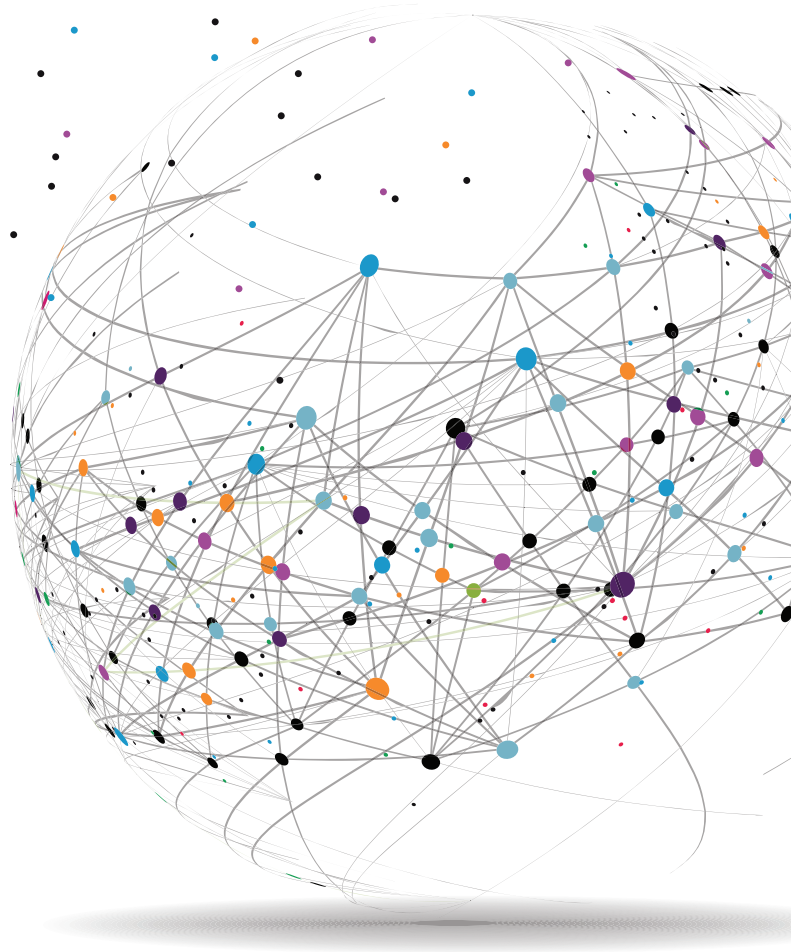


Virtual Network Operations Center (vNOC)



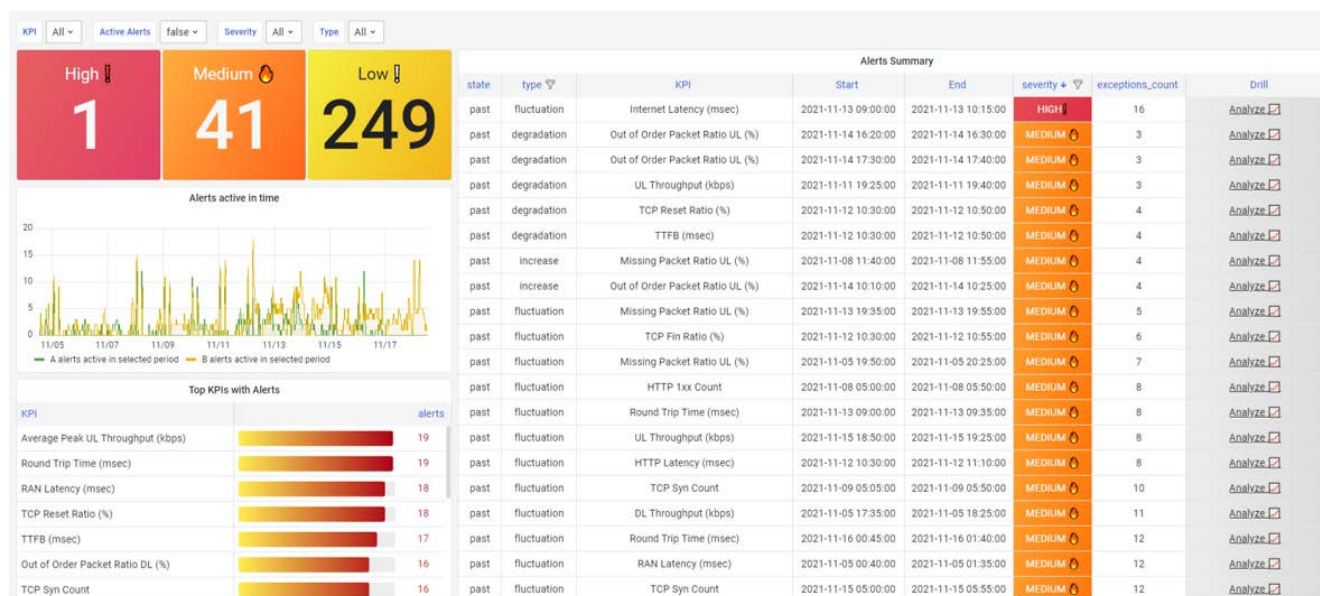
Challenges for network operations teams

Network operations centers manage a wide range of tasks, including network monitoring, incident response, communications management, troubleshooting, and network optimization. Due to the complexities of today's 5G networks, there are many challenges that network operations staff face.

Teams must understand the technology, prioritize issues and troubleshoot degradations, all while saving costs and speeding up time to resolution to ensure service quality. Nowadays, these teams have to do more with fewer resources.

75% of respondents believe automation in the network operations center will minimize human errors*

RADCOM's vNOC allows network operations centers to manage network operations more efficiently and cost-effective. By utilizing AI-powered analytics, RADCOM's solution provides anomaly detection that reduces the time to detect and resolve faults, makes the NOC and engineering teams more efficient by automatically finding anomalies, and frees up teams to focus on root-cause analysis.



RADCOM AI-powered vNOC includes automated anomaly detection

vNOC: Real-time, AI-powered analytics to resolve issues before they impact your business

RADCOM's vNOC, enabled by the latest version of our RADCOM ACE solution, redefines network operations through extensive automation and 5G analytics. Powered by AI-driven analytics the solution resolves customer-affecting issues through anomaly detection and automatic root cause analysis, drastically improving the first-time resolution rate.

This helps drive down costs and make network teams more efficient while improving customer services. AI-driven analytics can also intelligently monitor and enhance premium services like roaming, private networks, video streaming, Fixed Wireless Access (FWA), Internet of Things (IoT), and Voice over New-Radio (VoNR) while saving significant operational costs.



Improve the customer experience (CX)



Prevent issues in real-time



Reduce time to resolution

Easy to deploy and cloud

RADCOM's solutions are fully containerized and comprise multiple Cloud-Native Functions (CNFs) integrated into leading orchestrators and Cloud Infrastructure Managers (CIMs), providing complete assurance lifecycle management that drives network automation. Our solution integrates with public clouds such as Amazon AWS, Microsoft Azure, and Rakuten Symphony.

The network intelligence layer is web-based for easy installation, runs on any platform and is fast and easy to update and customize. It offers interoperability between the different applications, allowing seamless drill-downs from one application to another.

Data can be shared between teams as files are stored securely on the cloud. The applications are responsive, support multiple users, and offer complete administrative control while adhering to security and user content privacy.

Additional Features

- Smart alert manager for controlling notifications sent to the users
- Anomaly utilities: feedback, annotation, mute, schedule, engine set-up
- REST APIs to enable data retrieval in a safe and efficient way

45%
Increase
in
first-call
resolution

50%
Reduction
in mean
time to
resolution

vNOC Benefits



Improves quality proactively with automated AI/ML-driven insights



Optimizes network performance with advanced troubleshooting and root cause analysis



Saves costs by reducing time to detect and resolve issues



Adapts in real-time with automation



Increases revenue with customer care and service optimizations



Enables closed-loop automation with real-time insights and Kubernetes integration

RADCOM is the leading expert in cloud-native, automated service assurance solutions for telecom operators running 5G and 4G networks. With innovative solutions and extensive telco-domain knowledge, RADCOM enables you to monitor your end-to-end network in real-time, so you can proactively resolve customer experience issues before they impact your business and drive network automation.



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