THINGBOOK.io
Telecom Analytics

PROTECT YOUR NETWORK'S PERFORMANCE WITH THINGBOOK REAL TIME INCIDENT DETECTION

"Thingbook's behavioral anomaly detection allows us to detect and classify network incidents faster enabling to deliver a better experience and more reliable service"

Head of Networks Operations

THINGBOOK REAL-TIME BUSINESS INCIDENT DETECTION

Originally intended for making calls, the cell phone has become the most widely used piece of high technology, supporting a variety of multimedia services. For telecom companies, even the tiniest drop in service quality or availability can not only impact customer trust, but can cost a company millions of dollars.

THINGBOOK REAL TIME AI ANALYTICS FOR TELCOS

Thingbook incident detection solution automatically learns network data's behavior, even tracking cross-platform data across the RAN, Core and OSS. By applying patented stream AI technology, we extract sufficient information to detect anomalies, correlate/share Key Performance Indicators (KPIs) behaviors, discover new patterns and perform root-cause analysis helping Telcos to optimize service levels, minimize overhead costs and maximize profitability, ensuring customer loyalty and maintaining overall network performance.

USE CASES

Fault Management

- Identify the underlying causes of faults (Root Cause Analysis) and minimize the Mean Time To Repair (MTTR)
- Identify services and subscribers impacted by anomalies and outages
- Prioritize fault resolution and minimize service impact

Performance Management

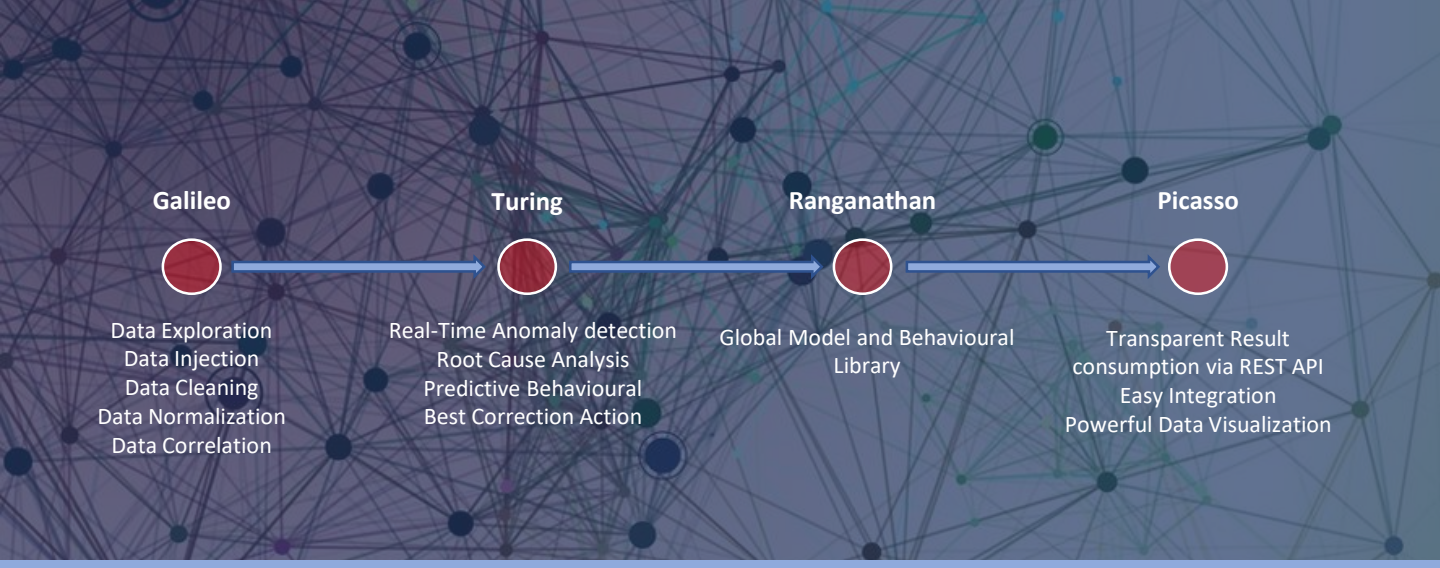
- Automatically detect performance Anomalies
- Model expert knowledge to prevent future incidents
- Proactively Monitor & Predict SLAs Behavior Mean Time To Diagnosis (MTTD)

Incident and Problem Management

- Identify and apply the appropriated correction action
- Automatically mapping problems to trouble tickets and RCA analysis
- Prioritize trouble tickets to target operations efforts based on service impact

CONTACT THINGBOOK FOR A DEMO

www.thingbook.io EMEA: +353 83 4745787 AMERICAS: +52 55 6840 4178 info@thingbook.io



Thingbook stores, correlates, analyses and predicts thousands of Network Components Behaviors simultaneously in real time, without human intervention

We connect our clients to the mass of data generated by their Network, processing up to a trillion messages per day. This enables them to predict, analyse and act upon data behaviour. Operations are optimised, unplanned downtime avoided and customer experience optimized.

With the buzz around big data and analytics technologies, Telecom companies struggle to extract actionable insights from their equipment data. In this sense, ThingBook's patented technology allows data-driven decision-making processes reducing the time, cost and uncertainty in the adoption and operation of data analytics solutions for Telecom.

ThingBook applies stream AI to extract enough information to detect outliers in streaming data and auto-correlate among related anomalies, proactively identifying trends and issues before they become problems - clearly pointing to the root cause of the issue. Short integration process, lets you seamlessly send your data to Thingbook, deriving immediate value and new efficiencies.

Behavioral Matching

An equipment performance pattern can be considered as the mathematical expression of specific behavior. Such behavior, can either correspond to a newly discovered knowledge or something learned in the past. In either case, Thingbook provides the capability to recognize meaningful situations in early stages and help Operations Support Systems (OSS) to detect pre-defined equipment incidents, such as cell congestions or coverage problems.

Root Cause Isolation

Root Cause Isolation (RCI) is the process of identifying the source of problems using only data observation. Many OSS systems and NOCs suffer from a common problem: when the network fails to function correctly, it is often difficult to determine which part is the source of the problem. Thingbook learns multiple abstract models for the normal network operation and by comparing the learned models with the failure situation in real-time, provides information of the components leading the failure.

KPI Dependencies and Performance Ranking

Deploying dedicated quality assurance systems has become vital for CSPs to guarantee service quality. The complexity of such monitoring systems grows with the complexity and the size of the network. In such complex systems, the alteration of a nontrivial relation between different KPIs can mask a configuration problem or highlight a poorly covered area. Thingbook analyses and correlates any and all KPI data determining non-justified changes on the metrics values.

CONTACT THINGBOOK FOR A DEMO

www.thingbook.io EMEA: +353 83 4745787 AMERICAS: +52 55 6840 4178 info@thingbook.io