



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

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2operate
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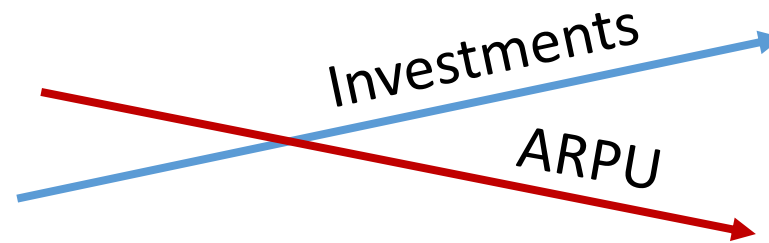
Content

- Key challenges of CSPs today
- Balancing customer and network focus
- How to exploit global expert knowledge in your organisation?
- Questions

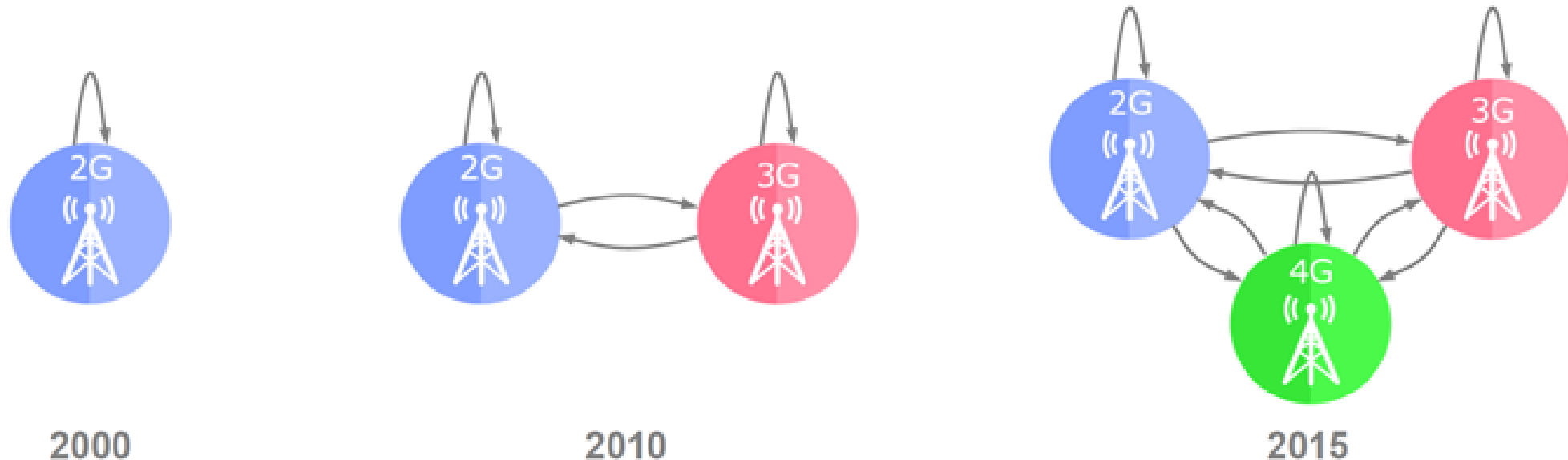
Challenge no. 1: Tough business environment



Competition...



Challenge no. 2: Increasing network complexity



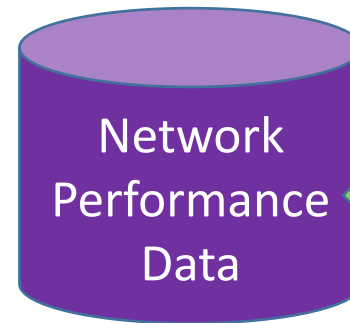
Types of "handovers" in mobile networks

- More technology => More things to go wrong!

Challenge no. 3: Huge amounts of data



Customers



Network

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

Keep your eyes on key assets!



Customer

- Customer focus
- Reactive
- Millions



Network

- Technology focus
- Proactive
- Thousands

Split of responsibility...

Front Office

Back Office



Customer

Network

Split of responsibility...

Front Office

Back Office



Customer

Network

- But "*Back Office*" should also have customer focus!

Split of responsibility...

Front Office

Back Office



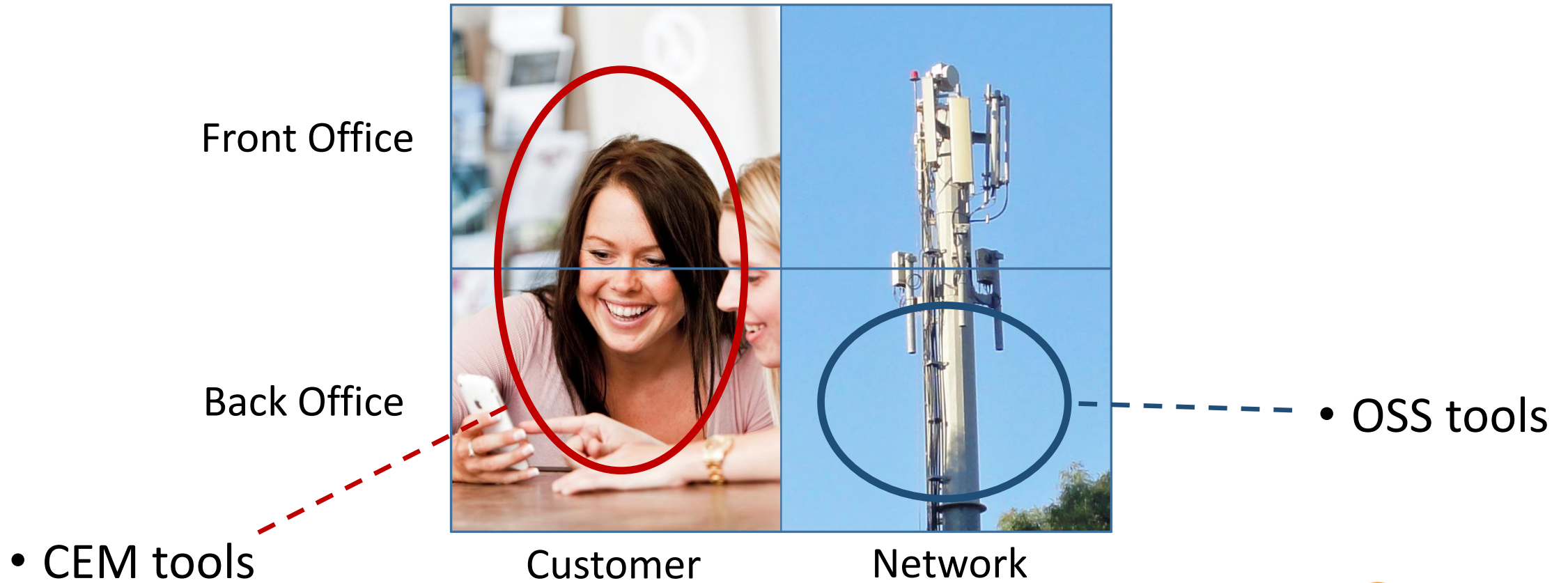
Customer

Network

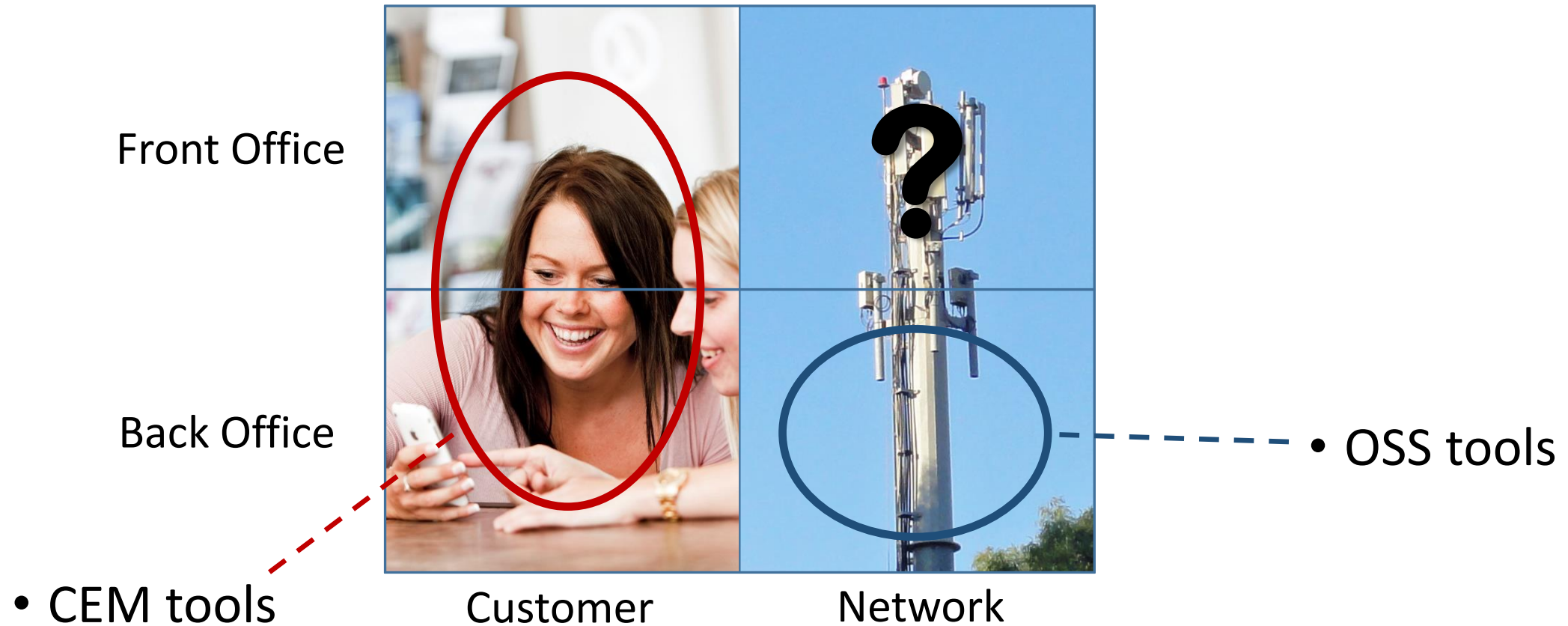
- But "*Back Office*" should also have customer focus!

- And "*Front Office*" should be proactive!

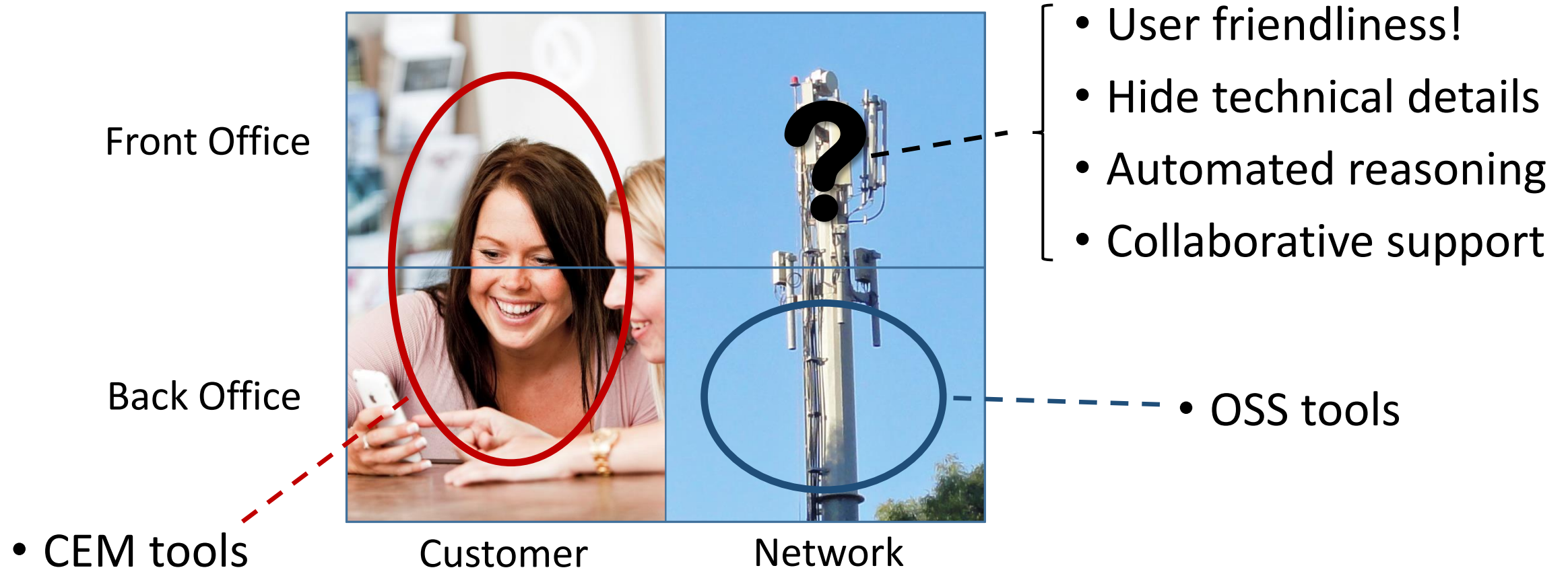
Traditional tools in the market



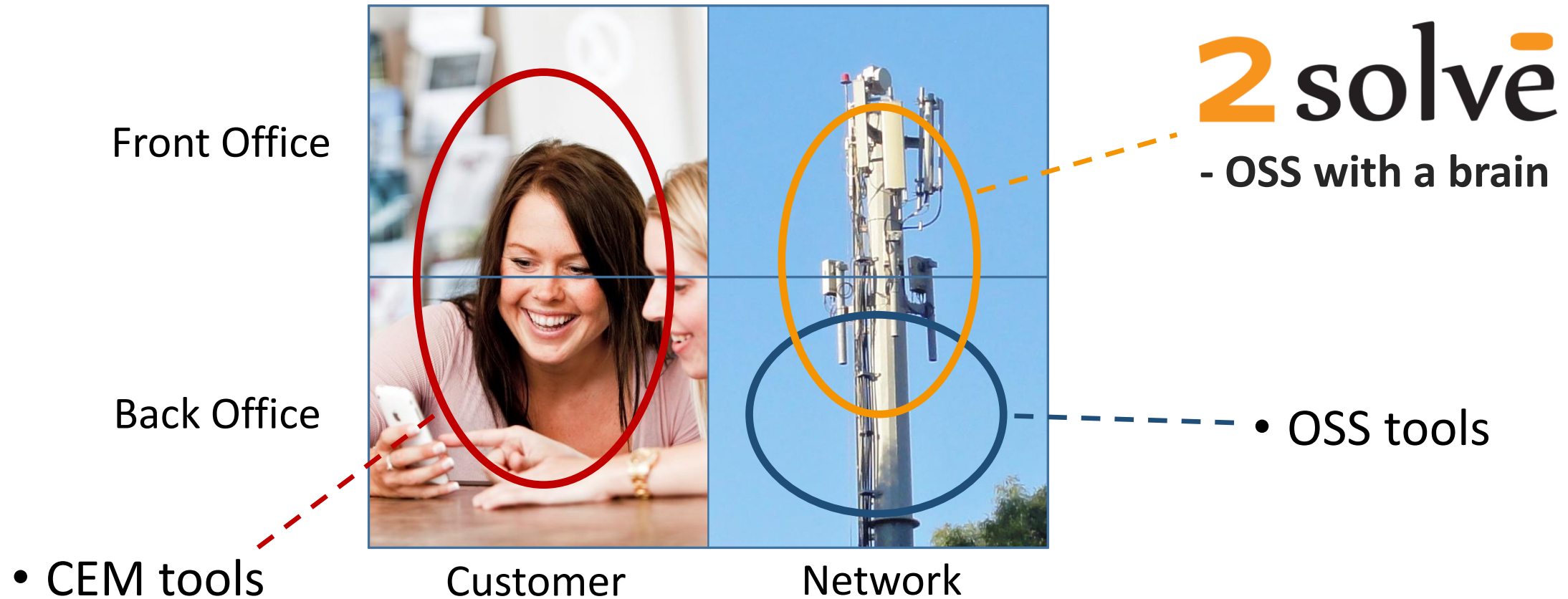
How to fill the gap?



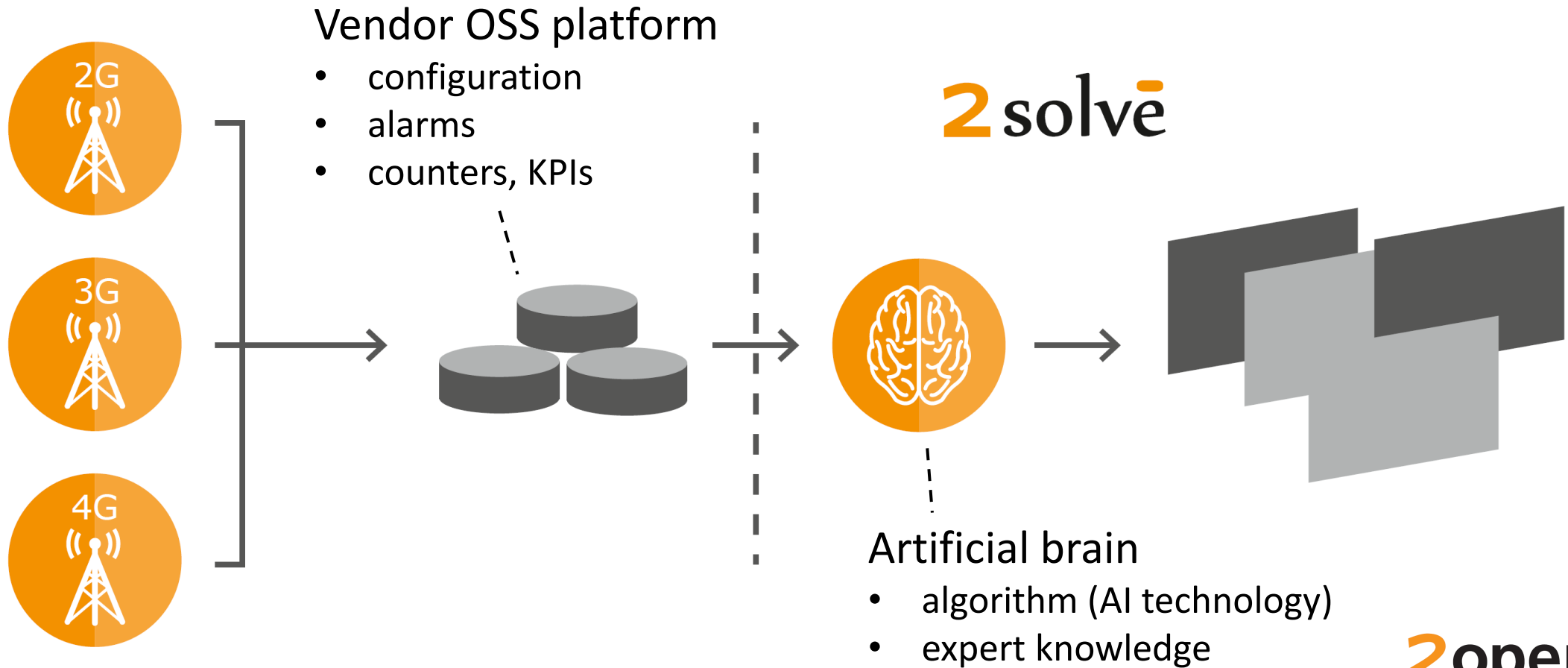
How to fill the gap?: Requirements



How to fill the gap?: 2solve

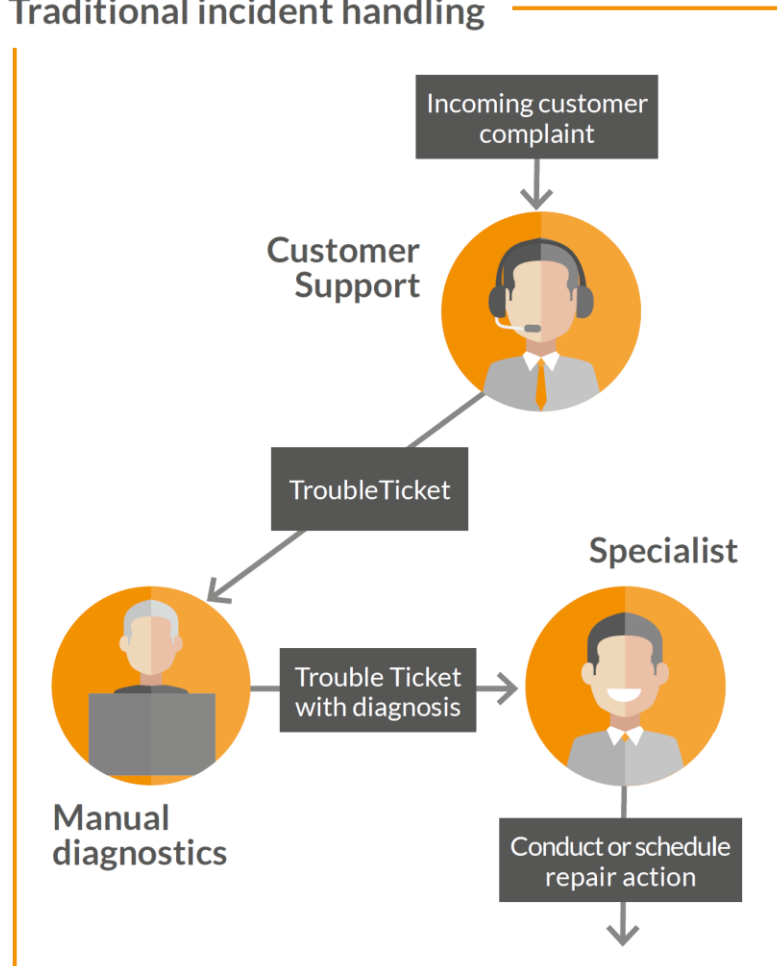


2solve – Enrich your “raw” data

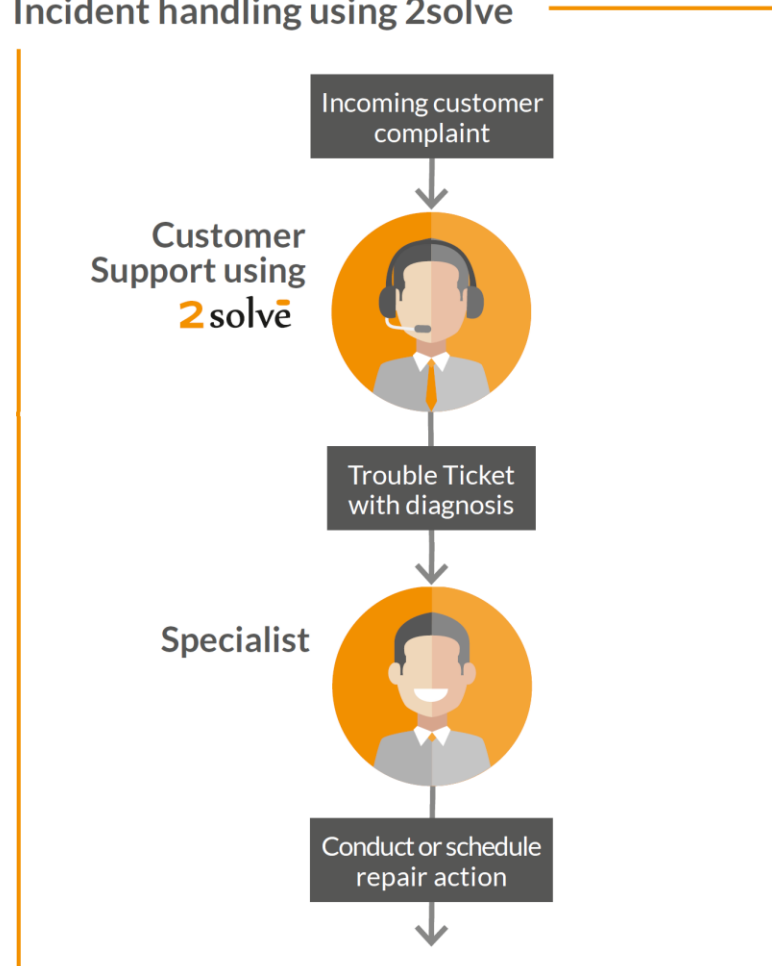


2solve – Empower your support organisation

Traditional incident handling



Incident handling using 2solve



Questions?

Thank you!

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See also!:



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