

A man in a dark suit and glasses is shown in profile, looking at a smartphone. The background is a modern, brightly lit interior with curved architectural elements. Overlaid on the image are several thick, abstract blue lines that curve and loop around the man and the phone, suggesting a network or data flow.

MYCOM

Drive Network Performance from end-to-end
with Mycom Solutions for Engineering Services

About MYCOM

MYCOM is a leading global provider of innovative wireless engineering services and best-in-class Next Generation OSS Service Assurance software solutions for the telecom industry. Since its beginning in 1996, MYCOM has delivered projects in more than 30 countries covering EMEA, APAC and the Americas. Today, MYCOM has 9 offices in 3 continents with over five hundred employees of more than 26 nationalities and languages.

MYCOM's strength has been due to its exceptional vision and continuing leadership in the development of 3G technology and Next Generation networks. Expertise gained in these technologies has enabled MYCOM to pioneer the Performance Management of 3G networks and achieve its leadership position today in Performance Management & Service Assurance solutions as well as the design, implementation, and optimization of advanced convergent telecom networks. This added to the unique triple expertise in software excellence, systems integration, and network engineering has made MYCOM the partner of choice for over 40 leading global telecom operators.

Long term partner of choice for Service Providers

Next Generation convergent
OSS Service Assurance
Software Solutions

Recognized leading **Expertise** in:

- Software solutions
- Information systems and OSS
- Telecom engineering

Global and highly expert
Professional Services:

- Software implementation and system integration
- OSS consultancy
- Telecom network engineering services



The business challenge for today's operator

Telecom operators have radically changed their business strategy over the last ten years. They have moved from a simple cash flow model where delivering quality voice services at any location point was the main objective to a more challenging model based on a dynamic mixture and an ability to deliver potentially divergent and conflicting objectives.

- Fight against churn and declining revenues from legacy services
- Adoption of high-speed 4G network infrastructure
- Making customers and services the focal point of operational processes to optimize quality of service and experience
- Deliver mobile-fixed-IP converged services
- Invest in major network investments to stay competitive and protect profitability by controlling costs



How MYCOM telecom network engineering services address these challenges

MYCOM has a long track record of successfully delivering end-to-end services. Innovative engineering teams offer operators peace of mind while delivering full spectrum services across access, core network design, transmission planning, ordering, testing and delivery, network implementation services and optimization. MYCOM's service offering is available on a turn-key, unit price, or time and materials basis across core, access, transport, and IP.

- Business consultancy
- Bid preparation, response, and evaluation
- Project management
- Network transport design, expansion, and reconfiguration
- Site survey, engineering design, and site preparation
- Radio frequency design and optimization
- Performance management and network optimization
- Wireless data engineering expertise
- NOC services, performance monitoring, and troubleshooting
- Radio subsystems installation, commissioning, and integration
- Switching and value added platforms design, implementation, monitoring, and optimization
- Operations and maintenance

With extensive worldwide experience in challenging environments, MYCOM has supported the design, deployment, and optimization of 120,000 BTS/NodeBs, performed provisioning services and hardware expansions for over 250,000 BTS/NodeBs, 4,800 BSC/RNCs, and 1,200 MSCs. Tier 1 customer trust is reflective of the respect MYCOM has earned and their ability to delivery to the very highest standards for quality, reliability, and timeliness.

MYCOM expertise, experience and know-how cover all technologies used across all generations of networks. These include: UMTS-WCDMA, CDMA, EVDO, GSM-GPRS, GSM-EDGE, ATM, MPLS, IP, xDSL, VoIP, IN, SDH, IN, VAS, WiFi, WiMAX, HSDPA, LTE, and more. MYCOM also has broad experience undertaking projects with major OEMs, such as Alcatel-Lucent, Alvarion, Ericsson, Motorola, Huawei, Nokia Siemens, Nortel, and ZTE amongst others.

How MYCOM OSS software solutions address these challenges

Worldwide experience with Tier 1 operators has enabled MYCOM to develop and deliver NIMS-PrOptima™ - an innovative best-in-class OSS system in the Service Assurance domain (please refer to eTOM chart below).

- Technology neutral architecture
- Multi-vendor, multi-technology, and multi-domain
- Carrier grade platform that sits at the heart of the NOC
- Manages the quality and performance of the services and the entire converged mobile-fixed-IP network
- Fully scalable and modular with powerful analytical capabilities
- Correlates information from various domains enabling the operator to view, diagnose, report and optimize the performance of the network
- Advanced analytical modules, e.g., GIS, Alarm, DSS, and Network Planning, which complement data management and reporting capabilities

NGOSS coverage (eTOM)

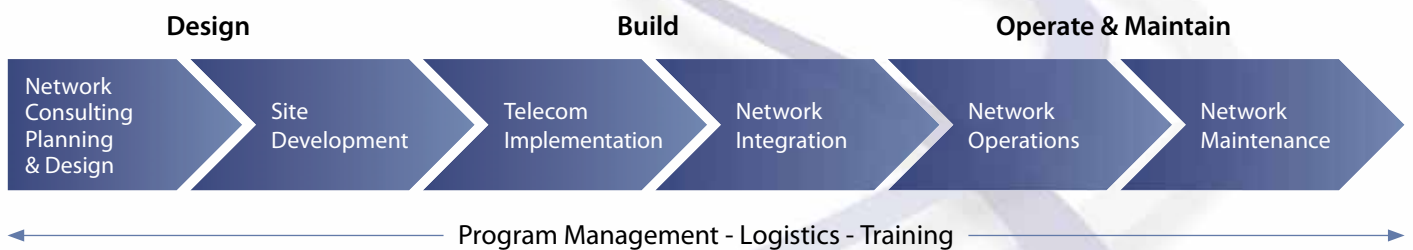
■ Processes covered by MYCOM

Operations Support & Readiness	Fulfillment	Assurance	Billing
Customer Relationship Management			
Service Management and Operations			
Resource Management and Operations (Application, Computing and Network)			
Supplier/Partner Relationship Management			

Benefit to operators

- Competitive differentiation through best Quality of Service and customer experience
- Reduce OPEX and achieve lower TCO with future proof solutions
- Increase productivity by utilizing the same personnel to manage mobile, fixed, and IP networks
- Drive ARPU through timely introduction of innovative services
- Optimize network CAPEX by optimizing existing network resources
- Accelerate return on investment through successful rollout of new technologies
- Decrease network issue resolution time
- Migration and transformation projects

End-to-end network engineering



Software, OSS, and consulting deliver invaluable synergies

MYCOM expertise in OSS Performance Management and associated transformational services, coupled with in-depth knowledge of fundamental engineering processes (network optimization, performance management, capacity management, etc.) demonstrates a solid understanding of networks and the ability to deliver the most effective solution.

MYCOM is currently supporting customers with deployment of WiMAX, LTE, fiber deployment, and Ethernet backhaul solutions. Combining OSS software products and engineering services, MYCOM creates full-scope performance management solutions that sustain KPIs to propel even the most aggressive network performance demands.



Software services overview

Professional services

The Professional Services portfolio has been developed to ensure that customers receive the benefit of a solid partnership. MYCOM's expertise covers the skills needed to design, implement and deliver end-to-end Performance Management and Service Assurance software solutions based on the NIMS-PrOptima™ platform. All Professional Services are delivered using MYCOM's proven project planning methodology, and are designed for successful solution deployment, integration and customization in very complex and diverse system environments.

MYCOM's Professional Services organization is specialized in undertaking solution deliveries in the context of harmonizing and centralizing an operator's often diverse and segmented OSS environment containing a mixture of in-house and domain-specific commercial solutions. The migration from such legacy Service Assurance systems towards the Next Generation NIMS-PrOptima™ platform is the center of a performance and business intelligence capability transformation.

NIMS-PrOptima™ Service Assurance software products are delivered through MYCOM's network of local project offices around the globe, enabling efficient implementations,

shorter delivery timelines, and a localized context. The geographic reach enables closer cooperation and strengthens knowledge transfer and software product training. MYCOM delivers comprehensive 24 x 7 global support from its network of offices in the USA, UK, France, Thailand, China, and Taiwan.

NOC and Managed services

Based around the NIMS-PrOptima™ platform, MYCOM offers full NOC and Managed services. While operators focus on strategic initiatives of the business, MYCOM uses its expertise and partnerships to design, deliver and manage a fully integrated OSS solution NOC. MYCOM also offers a full host of network managed services including network and services monitoring and optimization.

Consultancy services

Through the years, MYCOM has developed broad expertise in OSS transformation and migration to Next Generation architectures, systems, and technologies. MYCOM's Consultancy services help operators to craft and execute strategic network and OSS transformation plans in support of their business transformation objectives.

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