

## POLYSTAR LAUNCHES COMPLETE RANGE OF MANAGED SERVICES, BACKED BY NEW GLOBAL SERVICE OPERATIONS CENTRE.

Stockholm, SWEDEN, 20 February 2015 – Polystar, a leading supplier of Network and Customer Analytics, Network Monitoring and Test solutions to the telecoms industry, today announced the launch of its new Managed Service offer for Communications Service Providers (CSPs). The new Managed Service portfolio will include direct, on-site supervised operational support for Polystar’s customers, which will promote efficiency, and unlock new insights to support strategic goals.

CSPs increasingly depend on comprehensive monitoring and service assurance solutions. Such solutions have become business critical and are essential in order to maintain the reliability and availability of CSP networks. The introduction of new technologies and services creates additional complexity in both networks and the underlying systems. At the same time, there are internal pressures to reduce operational costs, to introduce efficiencies, and to focus more intently on the CSP core business: delivering advanced communications services.

To assist CSPs with meeting these challenges, Polystar has launched a new portfolio of Managed Services. Polystar’s Managed Service offer is designed to provide the resources, expertise and capabilities to enable CSPs to focus on their core competencies and more effectively meet strategic goals. CSP customers will be able to take advantage of Polystar’s Managed Service portfolio and benefit by securing real operational cost reduction as well as enhanced performance. They will also benefit from maximised system availability and increased data reliability.

Central to Polystar’s Managed Service offer is the inclusion of a Resident Expert. As part of a managed services contract, Polystar will provide an expert to be based in the customer’s premises, as an embedded member of its team. The Resident Expert will ensure close and continuous communication with peers in the CSP organisation and the smooth and effective management of the Polystar solutions that have been deployed.

“By moving into the heart of our customer’s operations, we can deliver a truly exceptional service that frees their resources and helps them to deliver excellence to their own customers,” said Mikael Grill, CEO of Polystar. “Our Resident Experts will help customer’s make more of our solutions, while contributing to tangible operational savings and efficiencies. It will ensure better return on investment and better performance.”

The Resident Experts will be backed by Polystar’s new Global Service Operations Centre (SOC). The SOC is responsible for the provision of 24x7 support coverage around the world. It will continuously monitor deployed solutions and perform proactive testing to ensure continuous operation and performance. Among other tasks, the Resident Experts will perform system health checks and regular system upgrades, evaluation of traffic, capacity trends and proactive system growth plans.

The new Managed Service offer and SOC will enable Polystar to deliver even more rigorous Service Level Agreements to its customers, based on agreed performance criteria and customised account management plans. Each agreement will be based on close consultancy with the CSP customer, which will result in a fully tailored package, designed to ensure all operational and strategic goals are met, efficiently and effectively, boosting CSP profit.

## ABOUT POLYSTAR

Polystar enables Communications Service Providers to achieve excellence in CEM, Big Data Analytics, Service Assurance, Network Monitoring and High Performance Testing. We help CSPs to simplify their CEM strategies and drive operational efficiency through real-time network analytics. Polystar's real-time Network and Customer Insights uncover a goldmine of data, which yields indispensable analytics to CSPs. Polystar is recognised as one of the fastest-growing companies in Sweden. Since Polystar's foundation in Stockholm in 1983, we have experienced continuous and sustainable growth, and evolved to a global presence, serving our customers in over 50 countries.

For more information, please visit [www.polystar.com](http://www.polystar.com)

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