Polystar

OSS DATA

Polystar adds RAN and OSS data monitoring, delivering end-to-end visibility.

Polystar's recent investments have extended our solution set and capabilities, adding significant value for both existing and new customers. By adding RAN monitoring and the integration of OSS data, Polystar's award-winning KALIX solution can provide end-to-end visibility for subscriber and service performance monitoring, providing a powerful, comprehensive solution for Communication Service Providers, CSPs.

OSS data integration extends network visibility

Network OSS data is generated from live network systems and entities, such as eNodeBs, mobile switching centres (MSC), packet gateways (PGW), short message service centres (SMSC), call session control functions (CSCF) and more. It provides a rich source of data regarding session activity, delivery and service performance. Polystar has now extended its solution to enable the inclusion of network OSS data feeds, allowing this to be combined with existing data sourced from passive network probes. This means that visibility of network and service performance can be obtained directly from the RAN and Core, quickly and easily in one single system. The inclusion of OSS data enables Polystar to offer:

- RAN Monitoring
- Enhanced Core monitoring
- Geo-location
- Performance management

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Polystar's support for network OSS data enables a new range of possibilities and unlocks many valuable use cases.

Benefit from OSS data integration with any vendor system

The OSS integration spans key network vendors, with the ability to rapidly include new interfaces. New solutions, deployed in complex and evolving multi-vendor environments, can easily be added to the monitored footprint. In addition, the capabilities extend to all generations of mobile technology, ensuring that both legacy and NGN (Next Generation Network) interfaces are covered.

In addition to OSS Data, the new capabilities for data import and mediation allows data to be captured from any source. This results in a powerful solution for mediation and cross-domain performance and quality monitoring, taking in data from:

- 🔶 CRM systems

- 🔶 Billing

- 🔶 Network inventory systems

MONITORING IN THE RAN

## Accelerate problem isolation with rich RAN monitoring capabilities

Today's subscribers have high-expectations for service quality. As a result, it's important to be able to rapidly identify the source of an issue – whether it's in the RAN or Core network. However, the RAN and Core networks are often monitored with separate systems, which means that trouble tickets might be sent to the wrong team, leading to unnecessary delays and increasing costs.

With Polystar, the operations service desk can quickly and easily isolate problems to the RAN or Core, accelerating resolution time and controlling costs.

RAN visibility for Core network teams

Core network operations teams typically have limited visibility of events in the RAN. This means that problem resolution can be delayed because the correct team isn't aware of the issue. In addition, the separation of the teams means that they have different systems and different roles, which may mean that it can be difficult to coordinate troubleshooting and escalation paths.

Polystar has added RAN statistical KPIs to the same platform as existing Core monitoring and tracing. This enables users in Core engineering and operations to obtain details of RAN performance and to assess RAN status. They share the big picture and can identify if the problem lies in RAN and should be forwarded to the RAN team. For example, radio nodes that are incorrectly configured, overloaded or which are not performing correctly. This results in shorter time to repair, better coordination and reduced need for escalation.
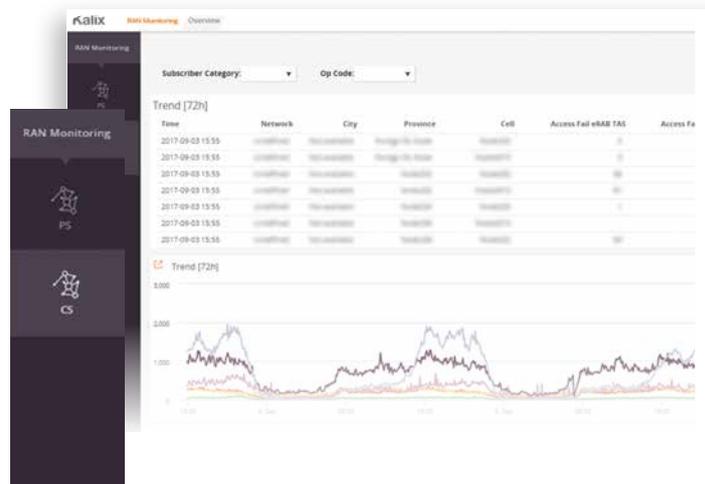
Geo-location

Many of the issues faced by subscribers are due to local environmental factors. They can be related to tall buildings, the orientation of cells in relation to the subscriber's own position, unusually dense user populations, and so on.

Understanding the precise location of a subscriber when they experience issues will often give vital clues to help resolve the problem. Without this information, the error codes and alarms generated may make no sense, and may lead a NOC agent to the wrong conclusions – with the result that the subscriber continues to suffer from a poor experience.

The Polystar Geo-location function shows the location, within metres, in which a certain type of network event has occurred, for example, dropped data sessions. By examining many such events, a geo-location map will reveal insights that are otherwise hard to gain. For example, blind spots in the network that depend on local geography, hot spots within cells where many people gather, and network problems that relate to topography.

With the Geo-location feature, operators will be able to resolve customer issues faster and plan their networks to contain as few blind spots as possible, without having to resort to drive testing. This leads to more targeted investments, contributes to better customer experience, and fewer issues in customer care.