Amdocs Service Assurance Suite (SAS)

Intelligent Service Assurance

SAS

Predict, identify and quickly resolve service-impacting problems and network outages

Delivering quality customer experiences is a daunting task amidst the complexity of today's cloud-enabled, hybrid networks and growing importance of mission-critical services. At the same time, enterprise customers are demanding greater visibility, control and continuous monitoring to fulfill their service level agreements.

Amdocs SAS is an intelligent, comprehensive solution that answers these challenges. Highly scalable and built for the specific needs of communications service providers (CSPs), it seamlessly integrates into highly dynamic network environments, encompassing major mobile and fixed network technologies like 5G, NFV, and Cloud – effectively addressing the complexities of service assurance and enhance operational capabilities.

Key benefits:

- Enables streamlined resolution of network fault, performance and service quality issues through expedited and automated processes

- Proactively predicts and prevents network outages, service degradations and SLA violations

- Provides actionable insights driven by analytics for informed decision making

- Supports closed-loop orchestration and self-healing for optimized operational efficiency

The rise of analytics

Amdocs SAS' analytics capabilities leverage patented, machine-learning algorithms to analyze large volumes of real-time and historical data, uncovering deep insights that help operations and engineering teams focus their attention on critical issues and deploy new services more quickly. Capabilities include filtering and prioritizing alarms, identifying the root cause of problems, automating network healing and resolution processes, and discovering resource and service anomalies to enable preventive care.

Customer-first approach

With an increasing focus on customer experience as a differentiating factor, Amdocs SAS enables service operations centers (SOCs) to monitor, prioritize and investigate issues at the service level. This includes prioritizing network failures that could impact the customer experience, predicting network maintenance issues and notifying customers in advance, as well as providing access to service performance metrics through customer-facing digital portals.

Evolution to virtualized networks

As NFV, SDN and cloud deployments continue to expand, Amdocs SAS offers native support for hybrid networks comprising physical, virtual and cloud elements. Based on a scalable, cloud-based architecture, the solution enables closed-loop automation, easily integrates with network orchestrators, monitors SLAs in multi-vendor networks, and accurately analyzes dynamic network and service topologies.

Migration to 5G

For mobile operators, Amdocs SAS's advanced tools solve some of the most pressing challenges of the 5G era, including the ability to conduct context-aware analysis of massive amounts of data and fault indicators, real-time slice monitoring of user-configurable services, and closed-loop optimization of diverse RAN resources.

## Amdocs SAS solutions

Amdocs Fault Management (FM)

Amdocs FM oversees the entire alert management process, enabling network operations teams to visualize, monitor and repair network and IT issues in real-time. This includes a set of advanced correlation and automation tools that empowers them to prioritize alarms and redirect resources to address the most problematic faults, predict potential network degradations and then take corrective actions to minimize downtime and customer impact.
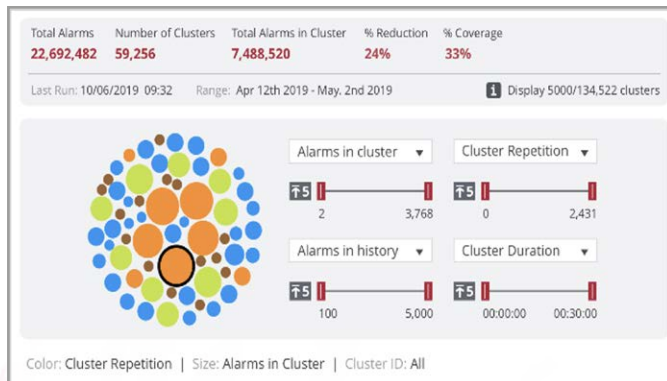
Amdocs Fault Management (FM)

Amdocs Performance Management (PM)

Amdocs PM optimizes network and service performance for the effective management of the end-to-end performance and quality of service (QoS) of complex multi-technology networks. Built to process massive amounts of data using the latest in big data technology, the solution helps operations and engineering teams identify network traffic patterns, predict potential failures and plan for future network expansions. This is further enhanced by advanced algorithms that automatically detect network anomalies and utilize adaptive thresholds to better monitor KPI trends.
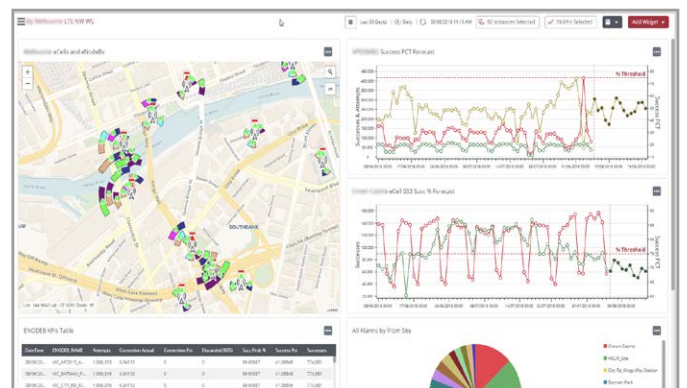

Amdocs Performance Management (PM)

Amdocs Service Quality Management (SQM)

Amdocs SQM examines all facets of service quality and consolidates them into a single, unified platform to provide an end-to-end view of customer interactions across the network. This is achieved through a comprehensive set of management tools that enable SOC teams to monitor, prioritize and investigate fault, performance, and quality issues at the service level. These tools are further enhanced by an intuitive set of data visualization capabilities including geographical and schematic representations, which are based on industry-leading network and service models. As a result, teams can identify and predict which sites, services and customers will be impacted, thereby reducing the risk of SLA violations.
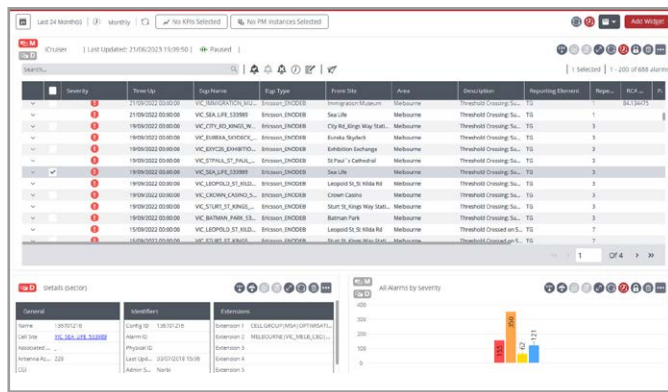
Amdocs Service Quality Management (SQM)

About Amdocs

Amdocs helps those who build the future to make it amazing. With our market-leading portfolio of software products and services, we unlock our customers' innovative potential, empowering them to provide next-generation communication and media experiences for both the individual end user and large enterprise customers. Our 31,000 employees around the globe are here to accelerate service providers' migration to the cloud, enable them to differentiate in the 5G era, and digitalize and automate their operations.

Listed on the NASDAQ Global Select Market, Amdocs had revenue of $4.58 billion in fiscal 2022.

For more information, visit Amdocs at www.amdocs.com