ipi

Ibis Performance Insights

Panoramic view across network infrastructure

Big data approach for the telco industry

Ibis
Solutions

Cost optimization and increased network quality

Network Analytics

- Network performance visibilty
- Business service management
- Proactive network maintenance
- Proactive capacity management and planning
- Field operations insights
- Realtime root cause analysis

70%

Critical Degradation was detected 24h in advance

Customer satisfaction and churn prevention

Customer Analytics

- **Real time and historical overview of customer services health**

- **Predictive analytics for churn prevention**

- **Building Customer loyalty and retention**

10%

Reduced Customer Complaints

Network Analytics

Network Operations Center

Real End to end performance visibility including visibility of relations of problems between different elements. IPI provides a unique way to monitor optical nodes in HFC networks without the need to use additional probes or transponders. With performing root cause analysis in real time NOC has proactive alarming. This helps NOC to be able to react to a large number of complaints comes to Customer Center.

Advanced monitoring of CPE equipment, MPLS network and other network domains. Preventive actions which are based on advanced analytics result in a decrease in the number of network issues and better availability of the system and all services.

Automated detection of group problems based on advanced real-time analytics before customers start to contact Call Center. Isolation of the element that is the problem root cause (MPLS device, interface, an optical node, amplifier, mac domain, DSLAM port etc.). Reduced time for detection and problem-solving. Decreased service downtime.

Reduced service downtime due to visibility and problem correlation between CPE (modems, STB, WiFi ap, GPON ONT etc.) and access and core network (optical nodes, amplifiers, CMTS, MPLS, GPON OLTs, DSLAMs etc.)

Reduced number of SLA violations as well as achievement of internal performance targets due to generic SLA module that proactively alarms and effectively prioritizes issues in problemsolving based on SLA contracts and targets

Field Operations

Increase workforce efficiency by providing actionable information in mobile-friendly fashion and allowing on-the-spot repair validation while avoiding callbacks.

Improve time-to-fix and first-time fix rates, using tools described in the previous line.

Reduce the number of bad installations and complaints related to it. IPI is identifying new modems in the network, automatically starting advanced, frequent monitoring for them and isolating ones with poor parameters, so the technician can be proactively sent to fix the issue.

Speed up troubleshooting with special troubleshooting tools specially designed for troubleshooting cases in cable network – such as a tool for faster noise source identification.

Reduce number of repeated complaints by providing mechanism to control field technicians work quality and its compliance with defined field procedures.
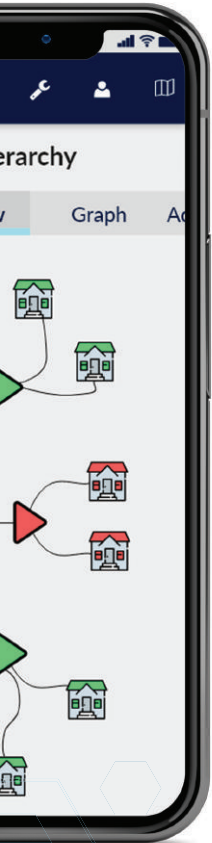
Customer analytics

Customer analytics module help Telco providers to better understand their customers, customer experience and customers' needs. Thanks to this module providers can improve customer experienceand monetize hidden upsell/cross-sell opportunities.Besides these two, IPI provides support for customer care and helps to:

Improve efficiency of customer care first line support (call centre), by providing call-centre optimized dashboards that contain all relevant information, including information is the customer affected by some bigger network-related problem (group problem). This additionally improve customer satisfaction.

Resolve misunderstandings between call-centre (L1) and technical department (L2/L3), by introducing objective, common measures and standards for service quality.
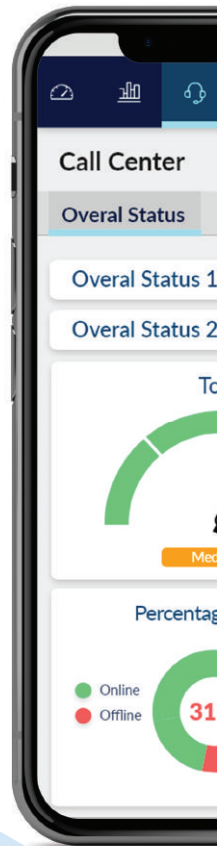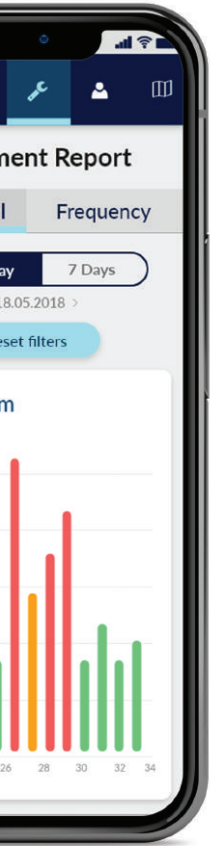
About Ibis Solutions

Organic growth based on expertise and dedicated team

Ibis Solutions started as a part of Ibis Instruments, company founded back in 1996 that has grown to be one of the largest IT solutions and test and measurement equipment providers in the SEE. Thanks to the plan of sustainable and balanced development focused on the careful selection of areas for business expansion as well as the dedicated work of all employees, we have been recording constant growth of all parameters from the very beginning. Today, although two separate companies, Ibis Solutions and Ibis Instruments represent the greatest support to each other in further progress.

25+

Years on the market

100+

Employees

30+

Partners

200+

Certificates

180+

Satisfied Clients

Ibis Solutions