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IBIS Operations and Service Insights (OSI)

Why IBIS OSI

OSI is a unique comprehensive next generation AI enabled service and application management platform, which helps clients to manage increasingly complex IT and network infrastructures, end - to - end in real time, enabling them to deliver the highest levels of customer service. It is next generation solution that gives the visibility you require and the power to act and react quickly and easily.

Why Now

As companies transform their network and software architecture, they are finding their legacy support systems inadequate to handle the new complexities of a digital world.

Visibility

Gain full visibility of your infrastructure/services/apps on fault and metric level

Control

Understand all services/application inter dependencies to diagnose issues and determine impact

Automation/ Intelligent action

Proactively detect and remediate issues with an understanding of contributing factors

Key Value Drivers

Efficiency / Innovation / Customer Satisfaction

1 24x7 real time insights into the health of app/service delivery path

2 Automated discovery, configuration & incident handling workflows

3 Machine Learning uncovers anomalies for alerting

4 Customer 720 view and proactive customer care

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Value proposition

Intelligently and adaptively Automate Operations

1 **Connect the Dots (E2E visibility)**
Normalize, Correlate, Filter and prioritize across end - to - end infrastructure what requires attention, identify priority issues faster.
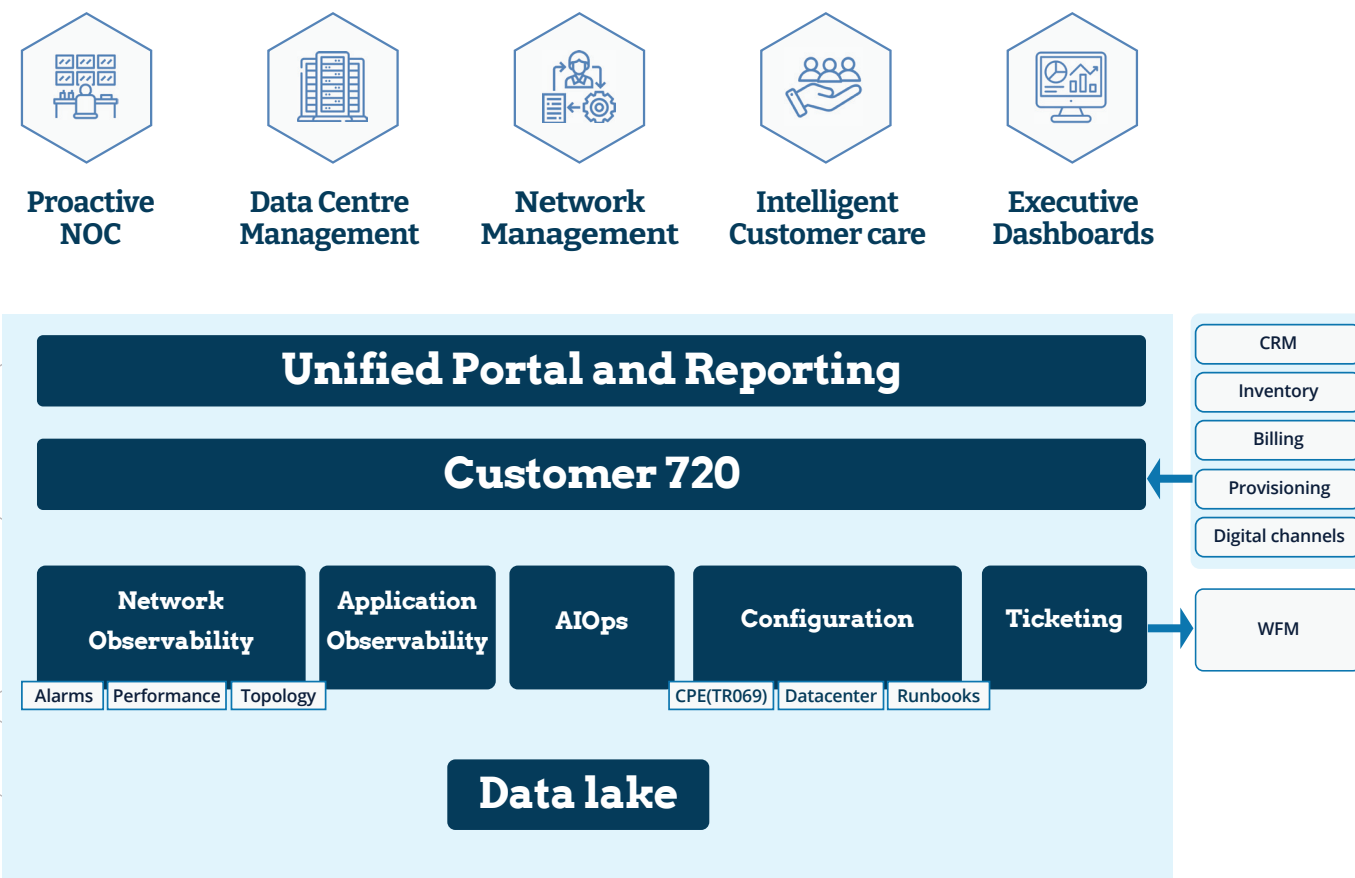
2 **Prescriptive and Action oriented Ops**
Send data to dashboards, bring insights and actions into existing workflows or ChatOps Empower existing teams to action via AI powered advice and automation. Pre built and tested AI/ML to produce results on day 1 including models for unstructured data.

3 **Sustainability in mind**
Less energy usage in Data Centers by implementing our config modules Empower teams to reduce their carbon footprint in meaningful ways .

Solution Modules

Proactive NOC | **Data Centre Management** | **Network Management** | **Intelligent Customer care** | **Executive Dashboards**

Unified Portal and Reporting		CRM
Customer 720		Inventory
		Billing
		Provisioning
		Digital channels

| Network Observability | Application Observability | AIOps | Configuration | Ticketing | WFM |

Alarms | Performance | Topology | | CPE(TR069) | Datacenter | Runbooks

Data lake

Use cases

Marketing/Sales	Network/IT Operations	Customer care
Revenue growth and new revenue streams	Cost optimization and increased network/service quality	Customer satisfaction and churn prevention
• Data and customer profiling monetization – crowd sourcing • Tariff Planning and personalized offerings - next best action • Effective Advertising • SLA Assurance • Competitive monitoring	• Network Faults and Performance Visibility • Business service management • Application observability • Proactive Network Maintenance • Before and after analyses • Proactive Capacity Management and planning • Field operations insights	• Real time and historical overview of customer services health • Predictive Analytics for Churn prevention • Building Customer loyalty and retention

CDRs/Fault/Perf   Sensors   Billing   CRM   Location   Sales   Internet   Others

Benefits

Rapid insights with driven resolution through automated actions

Ibis OSI is a modular solution for all needs of network operations and customer care departments based on best of breed IBM and Ibis technology with the idea to unlock productivity and reduce operating costs.

- Discovery of the latest state of your environment
- Implement self service for your ops team/end users
- Enforce compliance across the ops environment
- Automate Processes, Task and Event, Workload Management and Orchestration
- Optimize the performance and utilization of your environment charge backs and reporting
- Control of complete life cycle of all equipment
- Complete insight into customer experience eyes for customer care

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Ibis Solutions – About us

With over 25 years of successful operation in telecommunications, banking, and enterprises, Ibis Solutions, a part of Ibis Group, leverages strong partnerships with industry leaders like IBM, Oracle, Red Hat, Ui Path, and Salesforce to deliver exceptional system integration projects and software development, offering valuable support to 50+ clients across Southeast Europe and beyond.

Ibis Solutions in figures

25+	100+	30+	200+	50+
Years On Market	Employees	Partners	Certificates	Satisfied Clients

System Integration

We provide comprehensive digital, cloud, automation, and analytics solutions to assist companies in reimagining their businesses, addressing specific technical or business needs through a wide range of activities, including consulting, planning, design, implementation, project management, maintenance, and support.

- Integration
- Automation
- Cloud Transformation
- Data and Analytics
- ICT Management

Software Development

Our agile, domain-expert development team consistently enhances and broadens our market-proven, in-house software products based on big data and data science technologies, empowering your company's transformation into a resilient, data-driven business while leveraging Gartner best practices and a unique technology stack.

- Performance Monitoring
- Ibis Data Lake
- Smart Capex
- Virtual Drive Test
- Agro tool
- Financial Risk Assessment

Contact us for more details

scan for more details