

Company Name: Ericsson India Global Services Pvt. Ltd

Product / Solution Name: Network Shark (A Network Level Troubleshooting tool)

Innovation Imperative:

- Telecom has been penetrating in our daily lives, smallest technical glitch in a highly complex, multi vendor and multi technology network results in huge impact to the end users.
- Telecom Regulatory bodies & Operators aim for high in service performance and availability of the networks.
- Brand Retention and Prevention of Revenue Leakage is of utmost importance to the Operators and Telecom Vendors.
- A typical network outage handling meets the following challenges:
 - Updated Network Diagram of Fast evolving Telecom networks
 - Availability of Domain Experts (Core, Radio, IP etc)
 - Automated Fault Isolation
 - Manual fault isolation in multi-Vendor/Technology Networks is very time consuming leading to prolonged Network Service outages
 - Network's Key Performance Indicators not readily available
- Hence a fast, automated isolation mechanism was needed

Brief Overview of the Innovation:

- "Network Shark" with Multi Domain capability and quick fault isolation intelligence was innovated.
- Tool is adaptable to work in Multi domain scenarios like Core, Access (GRAN, WRAN & LTE RAN) and packet back bone and packet core network nodes.
- Key deliverables of the tool are:
 - Simplified Network Diagram independent of technology and different vendors.
 - Key Performance indicators in few seconds pointing towards faulty domain.
 - Graphical representation of Performance KPIs.
 - Major Performance Indicators that are useful in emergency situations and Root cause analysis.
 - In-depth troubleshooting that involves checking of alarms, error logs and other related information that an engineer requires to analyse in a fault situation.

Benefits to the customer:

- High Customer Satisfaction
- Reduction in Network Outages time

- Minimizing revenue loss and thus enhancing the customer satisfaction
- High In service Performance of telecom networks

Business opportunity:

- Possibility of superior Customer Support Contracts
- Proactive support
- Network Audits