

# Amdocs Helix Service Assurance Suite (SAS)

## Intelligent Service Assurance



### 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 Helix 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 Helix 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 Helix 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 Helix 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.

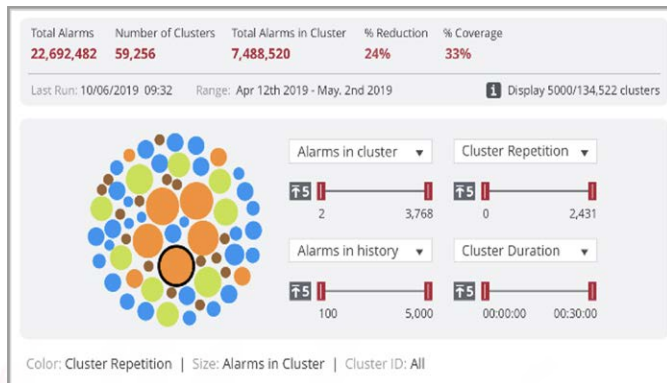
## Migration to 5G

For mobile operators, Amdocs Helix 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 Helix SAS solutions

### Amdocs Helix Fault Management (FM)

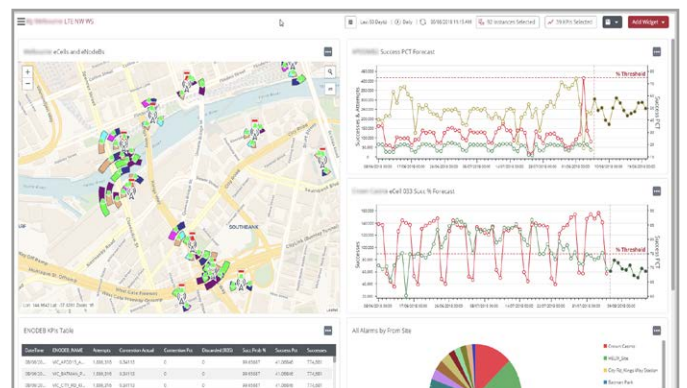
Amdocs Helix FM oversees the entire alert management process, enabling network operations teams to visualize, monitor and repair network and IT issues in real-time. This includes a set of advanced correlation and automation tools that empowers them to prioritize alarms and redirect resources to address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



Amdocs Helix Fault Management (FM)

### Amdocs Helix Performance Management (PM)

Amdocs Helix 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 Helix Performance Management (PM)



