

5G Service Assurance in Mobile Telecommunications



INDUSTRY INSIGHT

5G is the fifth-generation technology standard for broadband cellular networks. 5G is faster, delivers higher bandwidth and can deliver better services in high traffic areas. It can connect 100 times more devices per square kilometer than 4G and move data at up to 100x higher speeds. The benefits are many for both providers and subscribers but the challenges of effective operationalization of 5G to meet high

performance standards must be addressed to ensure the benefits are realized.

One of the key challenges of 5G is to be able to proactively identify network issues that might impact the customer experience (CX). As speed and latency improve with 5G so does the need for better reliability and stronger security.

INDUSTRY NARRATIVE

With implementation of a 5G network, a regional mobile telecommunication provider servicing multiple countries sought a solution that leveraged AI, ML, and advanced analytics to deliver the high-performance service assurance required in a 5G world. 5G requires the ability to:

- Deliver service assurance including fault and performance management across service layers and the technology stack
- Find and predict issues faster
- Automate root cause analysis

- Maintain a consistent high end-user experience
- Execute actions automatically

They chose VIA AIOps as their end-to-end service assurance solution to address 5G challenges. VIA operates across service technology layers to reduce noise and detect anomalies and outliers sooner, uncover the root cause from the symptoms, prescribe action, and integrate with existing systems.



REALIZING VALUE



Now with VIA, their operations team is more effective and efficient using a single pane of glass to detect issues in seconds, troubleshoot in minutes, and provide subscribers with a superior level of service.



[Learn more about VIA AIOps](#)

[Use our Buyer's Guide for AIOps to launch your analytics strategy.](#)

ABOUT VIA AIOps

VIA AIOps easily integrates with monitoring systems located in silos across the service hierarchy. Enabled by explainable AI, VIA prescribes remedial actions to the designated system of action and predicts problems before they impact customers. VIA AIOps can be deployed from the cloud, on premises or in hybrid operating environments.

