



With Subtomy, 5G is open for business



5G success requires a new level of intelligence

In the 5G era, it's vital CSPs can guarantee a quality connection to their customers and partners. This requires both a fine level of service control, as well as the ability to automatically and proactively detect when things aren't performing as expected - including handovers between 5G, 4G, private networks and quality within individual network slices.

A new level of network insight into actual service experience

Successfully monetizing 5G requires exceptional service quality monitoring that correlates and predicts real-time experiences to meet customer and partner expectations. Subtomy puts the CSP in control by providing holistic, highly granular and real-time insights across the entire service chain - from the network core to the RAN, and onwards to the end device.

These insights can be leveraged to improve the performance of individual services or the experience of individual customers. With Subtomy, CSPs can confidently design service-level guarantees for their customers, knowing they have complete visibility and control of the network experience they're delivering. And, when things go wrong, they can fix problems faster.

Future-proof your business and monetize premium 5G services

- Never be caught off guard when launching new 5G services
- Offer personalized SLAs with confidence
- Monetize and support demanding, QoS- and latency-sensitive use cases
- Improve up-sell opportunities to business customers by enabling a fully transparent and trustworthy service dialogue
- Understand the service you're delivering to MVNO clients and other partners
- Scale your customer service to support the exponential rise in connected devices as IoT matures.

Deliver a premium and customer-centric 5G service experience by offering:

- A 360° view of the network service performance customers receive in real-time**
ensuring CSRs can see what enterprises and consumers are actually experiencing from a single pane of glass.
- One-touch-troubleshooting for CSRs,**
empowering customer support teams to isolate and resolve problems faster. The result – efficiency savings of up to 47% per case and 60% fewer escalations.
- Automatic and proactive detection of faults and quality issues**
enabling you to be on top of issues before customers begin noticing problems. Integration with our alarm and trouble-ticketing framework facilitates the identification and prioritization of faults that have the highest customer impact.
- Inter-network assurance**
making service quality management across complex, heterogeneous network architectures (including legacy mobile networks, 5G, and broadband) easy – with smooth handovers between networks to ensure seamless, premium experiences.
- 5G service experience data shared across ALL support channels**
choosing how to display service insight – either natively in our easy-to-use apps, within contact center applications, or even provided directly to end-customers – is now simple via Subtonomy's APIs.

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Service quality monitoring is paramount to 5G success. Subtonomy's Platform for 5G empowers CSPs to deliver against customer expectations and roll out new QoS-based service packages with confidence.

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Fredrik Edwall,
EVP Sales & Marketing, Subtonomy

Subtonomy enables customer-centric 5g service assurance and support

Subtonomy helps 5G operators deliver more personalized support and proactive care to curate a premium network service experience. Subtonomy's ML-powered platform provides unprecedented real-time insights into the actual experience of customers on any network (2G, 3G, 4G, 5G NSA, 5G SA, eMBB, FWA and fixed) via any support channel. This data can be shared throughout the CSP's teams to increase efficiency, optimize 5G business opportunities and create world-class customer experiences.

Selected customers

