



# SAS Network Analytics

## Connected Networks - Challenges

Comms is an asset intensive industry, ~75% of CAPEX is invested in **networks** and increased challenged market with decreasing revenues & margins are forcing Comm's providers to more intelligent & effectively managing their investments - CAPEX (network equipment) and OPEX (network operations) - while improving Quality of Service performance.

### How SAS can help?

SAS Network Analytics is used for capacity planning, predictive maintenance, improve network quality and ultimately deliver an excellent customer experience, helping Communications companies to solve different uses cases...

#### I Network Capacity Planning

- Node Split Forecasting
- Network Transport Planning
- Switch and Router / Microcell Planning
- Network Capacity and Optimization

#### II Network Operations

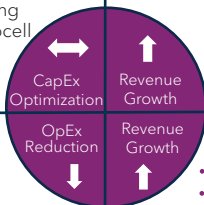
- Predictive Network Maintenance (PNM)
- Reduce false positives
- Reduce Mean Time to Repair (MTTR)
- Network Optimization

#### Customer Experience IV

- Customer satisfaction
- Network performance
- Service availability
- Real-time Customer Experience

#### Service Assurance III

- Quality of Service (QoS)
- SLAs Performance Management
- Reducing Network Service interruptions
- Proactive Network performance issue response
- First call ticket closures



## SAS Customer satisfaction

- » With SAS, TIM increased **customer satisfaction**, improved **network quality (KPIs)**, and achieved better **ROI on improved asset utilization** by applying analytics to their network data.
- » With SAS, OTE Cosmote improved **Network Quality Optimization** and **decision-making** speed by applying analytics to their network data.
- » With SAS, LG Uplus Corp can quickly gain actionable insights about **network performance, customer experiences and overall financial health**. This resulted in a **\$25 million savings** from operational efficiencies and automation of KPIs and business applications.

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