



## Differentiate Digital Services

Innovate with competitive SLAs on new digital services



## Automate Digital Operations

Detect and resolve issues faster with fewer resources



## Optimize Digital Experience

Validate network QoS, activate services, and continuously monitor user experience

# Accedian Delivers Performance That's Strategic to Your Business

Service providers are on a digital transformation journey to innovate faster, drive new revenue, increase agility, and deliver superior customer experience. 5G is a key driver of change in business processes, go-to-market models, and converged multi-cloud network and IT operations.

The shift to cloud- and edge-based services drives the need for new assurance strategies and automated assurance. Automated service assurance is a vital part of this because of the complexities these environments bring, as well as the opportunities to both save and make money. Commercial benefits include the capability to differentiate services and SLAs in the eyes of enterprises and public sector organizations.

Accedian unites network and service performance visibility, analytics, and insights in a single platform – Skylight – so you can empower your teams, simplify performance management, and accelerate new service launches.

With Skylight, you gain an accurate understanding of your end-to-end network and service quality and per-segment visibility with the most precise monitoring data on the market. Deep forensic insights allow you to proactively detect anomalies, find the root cause of issues, and even automate remediation before your customers are impacted.

### Customer satisfaction

Customers notice service quality issues within seconds

### Reduce churn

Real-time service visibility; detect customer-impacting issues

### Meeting SLAs

Automate a diverse set of service KPIs; multi-domain, layers & vendors



### Monetization

Differentiate with new services/features to upsell

### Speed/agility

On-demand service provisioning; dynamic networks and services

### Reduce time to value

Launch services faster, meet strict SLAs

## Full-stack observability drives deep assurance insight

The Accedian Skylight platform is open and flexible, enabling you to maximize ROI on existing monitoring tools and data generated so you can focus your investments on expanding capabilities and coverage or supporting new use cases and commercial opportunities.

Accedian provides full-stack observability of multi-layer, multi-vendor networks to deliver complete visibility and deep insights:

- Network performance and service assurance
- End-to-end network and per-segment monitoring
- Real-time and per-microsecond granularity
- Rapid issue detection and root cause isolation
- 5G mobile and B2B services
- SLA monitoring and end-user self-service reporting

## Benefits of Skylight for CSPs

- Monitor networks and services, end-to-end and per-segment, from a single platform and detect performance issues before your customers are impacted
- Virtual and physical sensors provide high-quality granular performance data and KPIs in real-time, with microsecond accuracy for automated remediation
- Complete visibility with multi-layer active network and service monitoring and passive monitoring for end-user experience and application traffic
- Performance analytics for anomaly detection, data correlation with metadata and third-party data, and machine learning-based alerts for rapid troubleshooting
- SLA monitoring of B2B services and self-serve end-user portals for service quality and KPI monitoring

## Core Accedian assurance use cases

### 5G

- x-HAUL QoS: Optimize end-to-end and segmented transport
- MEC transport: Gain end-to-end visibility from the edge cloud to the customer site
- O-RAN transport: Meet latency targets with end-to-end visibility of the transport network
- Automated assurance: Monitor and test service quality and user experience in real time

### B2B Services

- SD-WAN: Complete multi-vendor SD-WAN performance visibility and SLA reporting
- Private 5G: Assure performance of private 5G enterprise networks
- End-user reporting portals: Differentiate services with multi-tenant end-user reporting

## Global partnerships



## About Accedian

Accedian is the leader in performance analytics and end user experience solutions, dedicated to providing our customers with the ability to assure their digital infrastructure, while helping them to unlock the full productivity of their users.

**Learn more at [accedian.com](https://accedian.com)**

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