

eoSearch™ - Troubleshooting for the Google Generation



At Anritsu we understand the challenges that operations in CSPs are dealing with – massive technology changes, shrinking organizations, skillsets and budgets. To cap it all, the very tools that are used to diagnose problems haven't evolved with that massive shift in technology and complexity.

This is a classic case where processes and procedures are shaped by tools rather than shaping them, it reduces how many people get value from these tools, the skillset and training requirements and not least the complexity of getting results.

Using the latest big data technology, Anritsu can offer you another way – **eoSearch**.

Troubleshooting Redefined

Every second counts when trying to pinpoint the root cause of problems or outages – the teams in your NOC/SOC have to react very quickly.

This is where things start to slow down, these tools are generally not easy to use, requiring a fair amount of technical knowledge and expertise.

This reduces how many people can use it, reducing efficiency at the crucial moments where all resources need to be focused on resolution.

Fortunately Anritsu has another way.

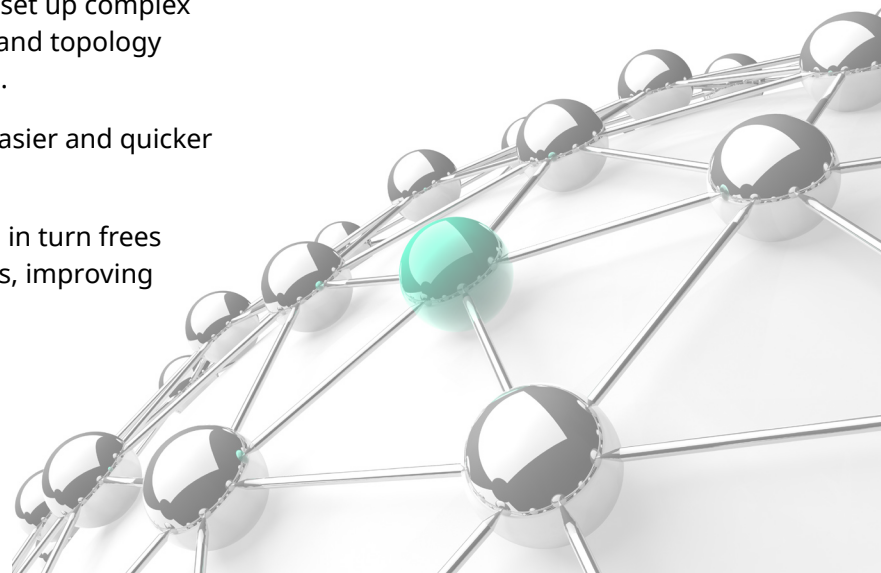
The world has been revolutionized by search engines that use massive amounts of intelligence and yet even today most solutions to troubleshoot your services are based around highly complex and difficult to use solutions.

eoSearch from Anritsu delivers the next generation of troubleshooting for your NOC/SOC Operations and engineering teams.

By providing a natural language search it eliminates the complexity involved in identifying issues. Instead of having to set up complex filters that require understanding of technologies and topology eoSearch makes it as simple as, well, a google search.

You still see the detailed deep dive, but it's much easier and quicker to get there.

This means far more of your team can use it which in turn frees up your teams to resolve the really tough problems, improving customer experience and efficiency.



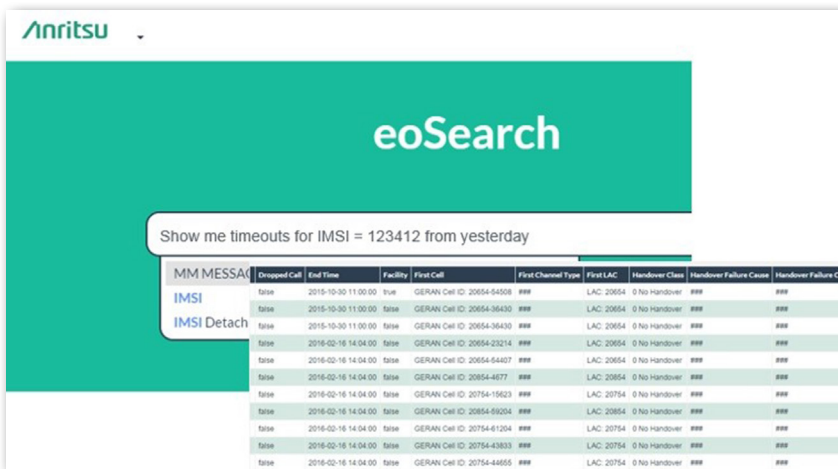
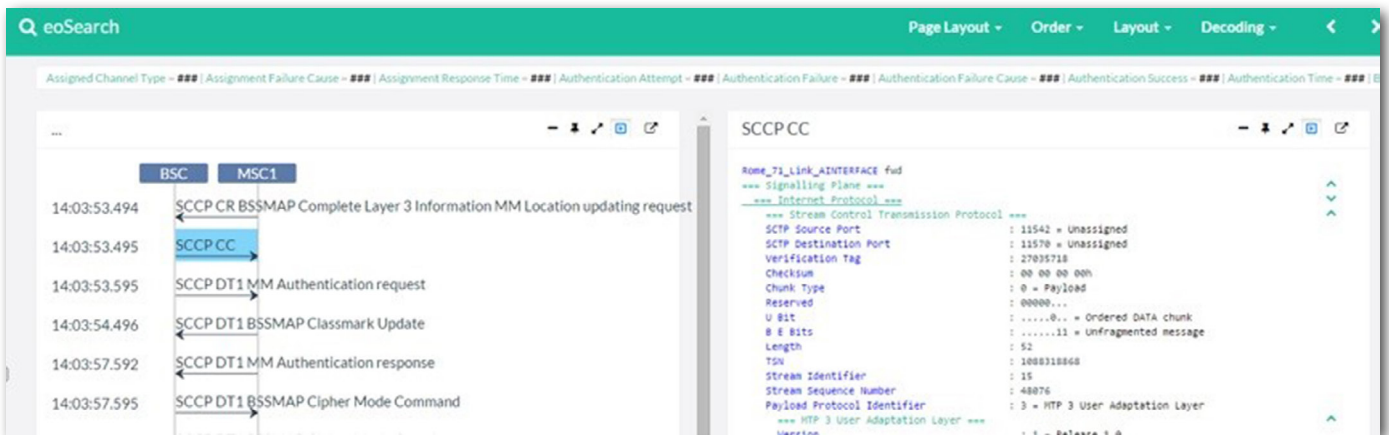


Fig.1: It's as easy as typing

Fig. 2: Detailed drill downs



What's Different about eoSearch?



Benefits:

- Improve customer experience by identifying and resolving issues faster
- Reduce cost per problem by reducing time to resolution
- Reduce training costs for staff
- Increase efficiency for all staff using the solution



Features:

- Natural language search using plain text, it's as easy as searching on Google!
- Focused around ease of use
- Multi-technology support – legacy to LTE and beyond
- Can be added to existing Anritsu systems
- Detailed analysis with a simple search