



Customer Case Study

Industry: Telecommunications

Overview

Polystar is a leading telecommunications supplier, based in Stockholm, Sweden, providing world-class Customer Experience Management (CEM) and Service Assurance solutions to leading telecom operators and service providers world-wide.

Challenge

Polystar delivers solutions that provide real-time visibility into the reality of operators' network quality and their customers' experience. Polystar empowers network operators—be it for legacy fixed and mobile networks or for new LTE/IMS technologies—to make business-critical decisions with speed and accuracy. The Polystar OSIX Customer Experience Management (CEM) and Service Assurance solutions consist of a number of applications that provide network operators with information about the status of their offered services, network performance and customer behavior. The Polystar OSIX OSS suite must be able to process massive amounts of data, related to key network performance indicators.

Solution

Polystar OSIX selected the Infobright Enterprise Edition (IEE) solution to drive improved analytics for their OSS application suite for fixed, mobile and Voice over IP (VoIP) networks. Polystar chose Infobright for its ability to support the company's high-volume data warehousing requirements and because of the solution's interoperability with the MySQL database that Polystar has in place. Jan Öhman, the CEO of Polystar OSIX said "We were very impressed with the Infobright solution's load speed, its high-data compression rate and its ability to maximize query performance. With Infobright Enterprise Edition in place, we expect to be able to deliver the critical network information that our customers require faster than ever".

"In the highly competitive telecommunications industry, service performance is a key differentiator. As a result, our customers expect our applications to be able to process large amounts of user data and call details. They also demand fast query response times, so that they can stay on top of any issues that can potentially impact their business."

Jan Öhman, CEO of Polystar OSIXIntelligence