
ERICSSON AND MGTS IMPROVE NETWORK PERFORMANCE WITH PREEMPTIVE SUPPORT

- Ericsson to monitor the Moscow City Telephone Network, anticipate emerging issues and prevent critical network incidents
- A specialized data analytics module is used to monitor Russia's largest urban telecom network and provide actionable recommendations to the operator
- This service delivers insights that help operators to improve customer experience, reduce churn and increase operations and maintenance efficiency

Ericsson (NASDAQ: ERIC) and Moscow City Telephone Network (MGTS) have signed a Preemptive Support contract whereby Ericsson will monitor Russia's largest urban telecom network, anticipate emerging issues and prevent critical network incidents.

In 2016, MGTS made a strategic decision to increase its focus on network quality. In response, Ericsson provided Preemptive Support for the operator's newly deployed Smart Services Routers on a trial basis and achieved significant improvements in network performance. The success of this engagement persuaded MGTS to sign a Preemptive Support contract with Ericsson and to extend its scope to include broadband access solutions.

Roman Kirichenko, Head of Networks Department, MGTS, says: "Our goal is to provide the best service quality to our customers and Ericsson's global experience and data analytics capabilities enable us to significantly improve network quality. Within six months of service delivery, we've seen tangible improvements in terms of the reduction of critical incidents in both number and duration, which means that our customers are getting a better user experience."

Zoran Lukovic, Head of Ericsson in Russia, says: "We developed a complex solution for real-time raw data collection and analysis for the Smart Services Router broadband remote access server application. It helps to provide insights and prioritized findings to our local support experts. Our experts then provide actionable recommendations to the operator's technical team, enabling them to take preemptive measures to avoid critical incidents, largely improving the user experience for MGTS subscribers."

The nature of the Preemptive Support service requires Ericsson to work in close collaboration with MGTS. Ericsson engineers continuously gather input from the customer

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and use it to adapt the monitoring and analytics capability, ensuring it evolves in step with changes in the MGTS network.

Ericsson Preemptive Support combines global experience with advanced data analytics capabilities. This service delivers insights that help operators to make the shift from fixing network issues to preventing them from happening, thereby improving customer experience and reducing churn.

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