

cOS SensAI

harmonic⁺

cOS SensAI,TM the Broadband Intelligence Fabric.

Gain actionable insights to augment operational decision-making with a vendor-agnostic platform that weaves a rich intelligence fabric harnessing data from any source.

Detect fast. Diagnose clearly. Empower decisive action.

harmonicinc.com

Fundamentally transform broadband operations.

Deliver superior broadband service, grow per-subscriber QoE, boost Net Promoter Scores (NPS), and build long-term subscriber loyalty. SensAI shifts operations from reactive firefighting to proactive management.



THE CHALLENGE

Revenue is capped. Cost is not.

Subscriber revenue has flattened while the cost of running the network keeps climbing. Saturated footprints push growth into M&A, and every acquired network multiplies the operations and the cost.

Every subscriber has to be defended.

Speed is table stakes now, not a differentiator. What keeps a subscriber is reliable service and a good experience, which makes reliability and NPS the real battleground.

Tools are fragmented across every network.

One tool for fiber, another for DOCSIS, another per vendor, and another per acquired estate. Teams swivel-chair between systems that do not talk to each other, and the blind spots between them are where problems hide.

THE VALUE

1. Lower OPEX

Fewer truck rolls and repeat calls, the biggest cost buckets in daily operations.

2. Lower churn, higher NPS

Per-subscriber QoE catches issues before the subscriber calls, not after, so you reduce churn.

3. One operation, every network

Any vendor, fiber or DOCSIS, across every M&A estate. No swivel chair, no parallel stacks.

4. Consolidate your tools

Retire the point tools and the spend behind them.

THE PLATFORM STACK

Four layers, one system

Your data flows in from every system you run, the seven Sentinels work together to turn it into answers, and APIs deliver those answers into the tools your teams already use. No new UI.

THE EXPERIENCE

ServiceNow

Salesforce

Care console

NOC/OSS

Field apps

BSS/Billing

THE INTELLIGENCE - THE 7 SENTINELS (AGENTS BY FUNCTION)



Echo
SUBSCRIBER CARE



Dash
NETWORK OPS



Scout
FIELD OPS



Dojo
DAILY INTELLIGENCE



Vista
PLANNING



Nova
PROVISIONING



Halo
MAINTENANCE

THE TOOLS

PNM Tool

Amplify

Sonar

Beacon ISM™

Analytics

Insights

PON PNM Tool

THE DATA

Provisioning & EMS

cOS™ Platform

Any-vendor ingestion & normalization

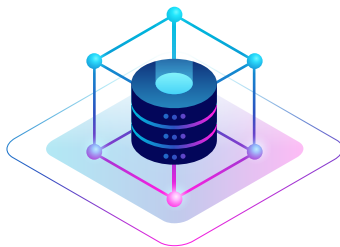
ONT/CM/IPTV STB

Wi-Fi: eero, Plume, ACS

Billing/BSS/ERP data

Stay in charge.

SensAI amplifies your team and clears the repetitive triage. Your experts review and confirm every action.



One intelligence fabric. All the data.

Your data flows in from every system you run. SensAI reasons across all that telemetry and hands your team the cause and what to do about it, in one place.

Fast to value, with what you already run.

SensAI integrates with the tools and network equipment you already run to deliver value right away.



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Built for operators.

"We've shaped SensAI by listening to the operators who actually run broadband networks, turning their feedback into real fixes for real problems. The platform pulls data from all your different systems into an intelligence fabric, so your ops team can clearly see the issues and act on them fast. The result? Your team is amplified to take on any network challenge."

**Yaniv Ben-Soussan, Senior Vice President,
Cloud & Intelligence Platform, Harmonic**

Your team, amplified.

GET A DEMO