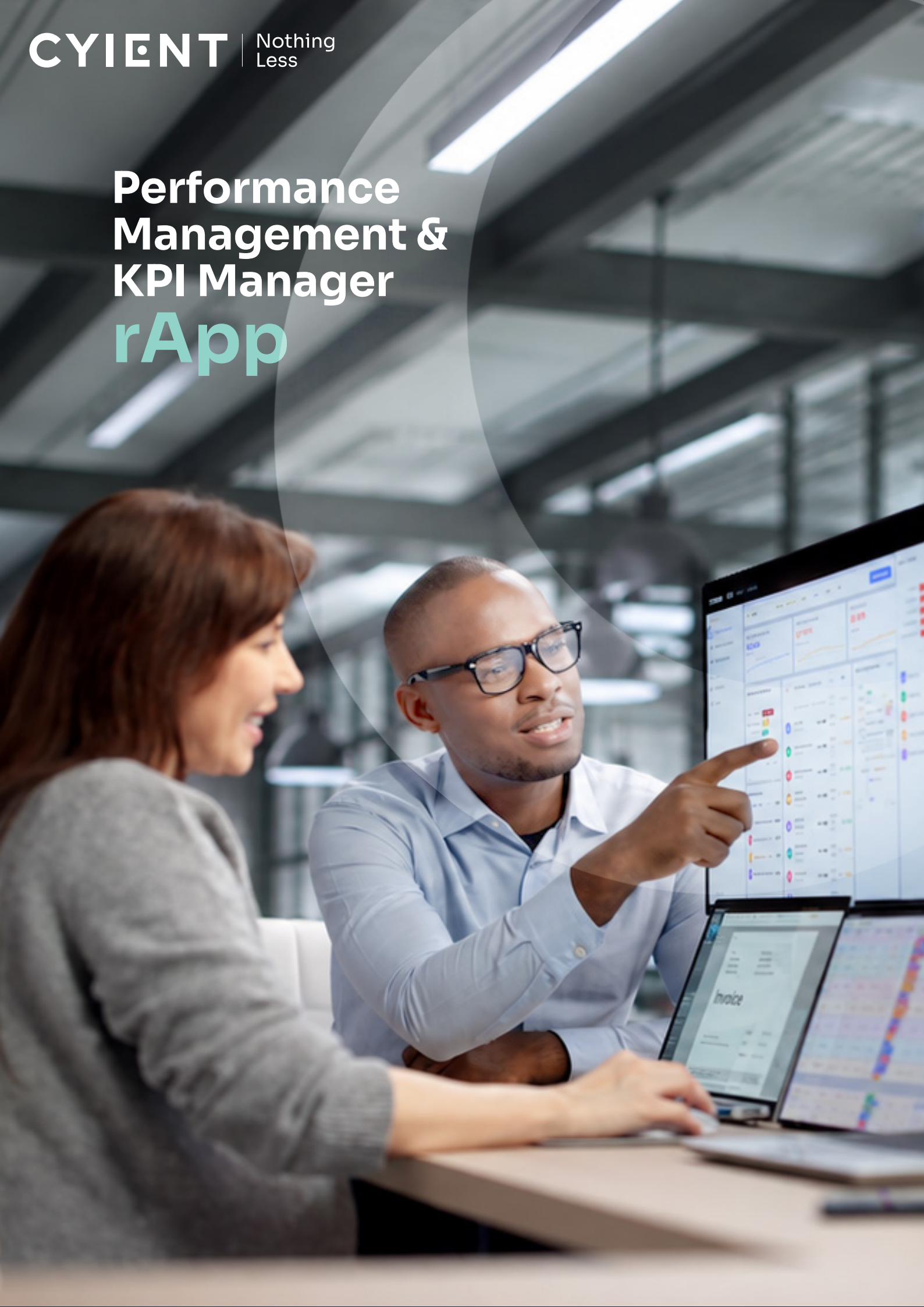
CYIENT | Nothing Less

Performance Management & KPI Manager rApp



Cyient Performance Management & KPI Manager

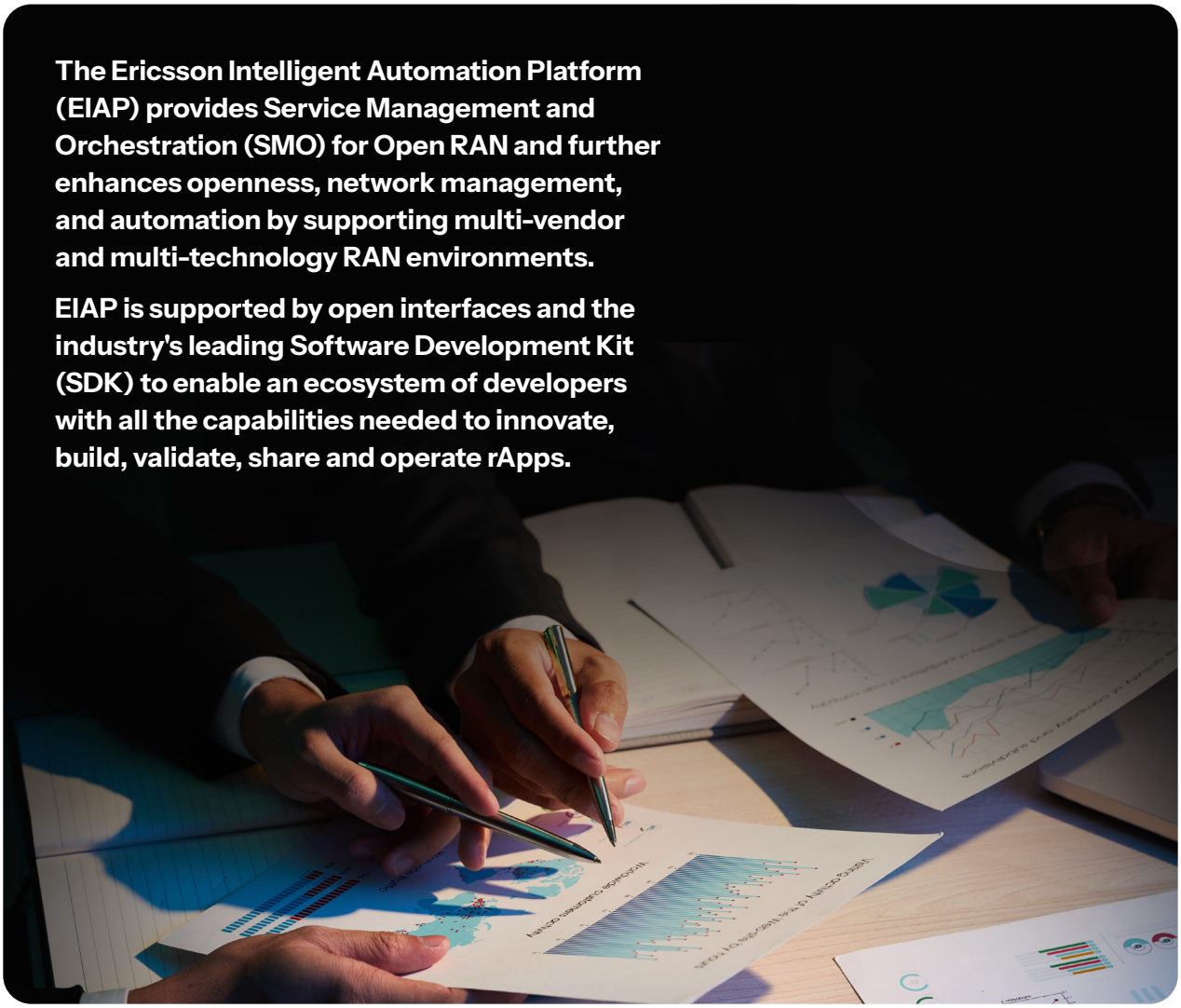
Performance Management & KPI Manager connects network performance data with the decisions that matter. It helps teams access trusted counters, shape meaningful KPIs, and turn operational signals into faster, more confident business action.

As networks become more dynamic, leaders need more than dashboards and isolated measurements. They need a shared view of service performance, customer impact, and emerging opportunities. When teams spend too long collecting, reconciling, and interpreting data, response slows and the value of network investment is harder to prove. Performance Management & KPI Manager brings the right insight closer to the people making operational and commercial decisions, helping organizations improve service quality, prioritize effort, and move from monitoring to momentum.

Performance Management & KPI Manager creates a practical bridge from raw performance data to business-ready insight. Teams can collect the measures they need, define meaningful KPIs, and make results available to the workflows that depend on them. The rApp supports both flexible self-service use and consistent enterprise processes, helping operations, assurance, planning, and product teams work from the same performance story. The result is faster visibility, clearer priorities, and stronger confidence in every decision.

The Ericsson Intelligent Automation Platform (EIAP) provides Service Management and Orchestration (SMO) for Open RAN and further enhances openness, network management, and automation by supporting multi-vendor and multi-technology RAN environments.

EIAP is supported by open interfaces and the industry's leading Software Development Kit (SDK) to enable an ecosystem of developers with all the capabilities needed to innovate, build, validate, share and operate rApps.





Cyient Performance Management & KPI Manager rApp solution description

Performance Management & KPI Manager helps organizations turn performance information into visible progress. It brings together the measures teams already rely on, gives them a consistent way to define meaningful KPIs, and makes insight easier to share across operations, assurance, planning, and commercial stakeholders.

Functional workflow

1 Connect
Bring PM data

2 Define
Shape KPIs that matter

3 Share
Make insight available

4 Act
Improve services and outcomes

One performance story. Faster priorities. Better customer outcomes.

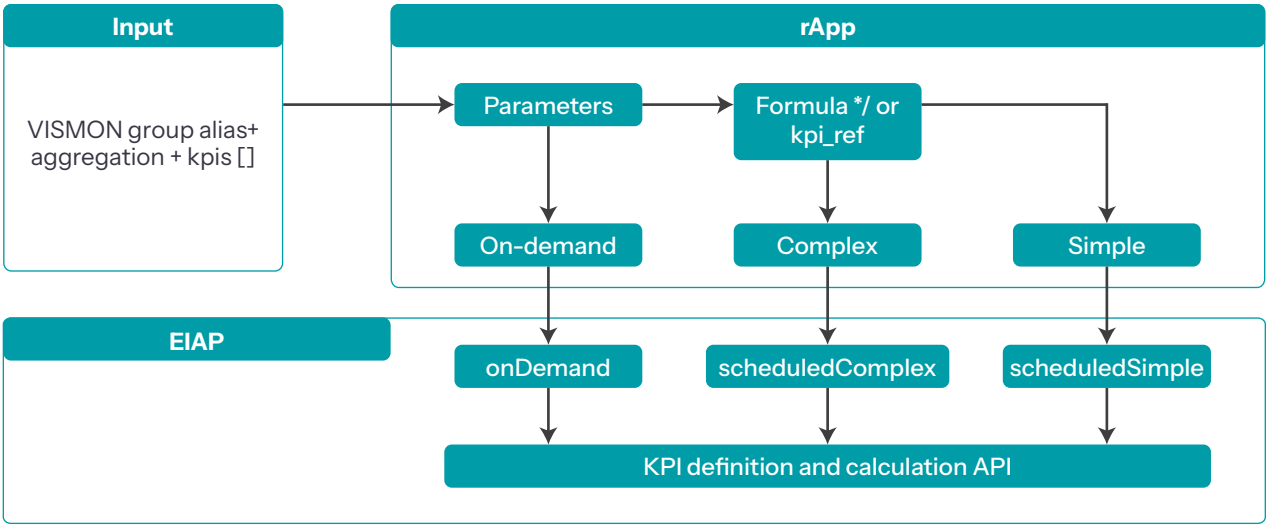
A stronger performance story for every decision

Instead of treating performance data as a specialist output, the solution makes it a practical management asset: clear enough to guide daily action, flexible enough to support new priorities, and dependable enough to underpin executive decisions. Teams can identify service trends earlier, focus attention on the issues with the greatest impact, and demonstrate the value created through better network performance. By connecting data, insight, and action in one operating rhythm, the rApp supports faster response, stronger accountability, and a more confident path from network investment to customer experience.



Performance Management & KPI Manager rApp characteristics

KPI definition and calculation flow



Key benefits

Evidence-led decisions:
Bring trusted performance insight into operational and executive conversations.

Faster prioritization:
Focus teams on the trends and opportunities with the greatest business impact.

Consistent KPI language:
Create a shared performance story across functions and workflows.

Scalable value:
Extend insight from individual use cases to repeatable enterprise processes.

Vendors
Ericsson, Nokia

RAN technology
4G / 5G

RAN infrastructure
O-RAN / Cloud RAN

Category
Automation & AI foundation

One performance story. Faster priorities. Better customer outcomes.

Empower your teams with trusted performance insight and consistent KPIs that turn network data into confident business action. Let's start the conversation.

Cyient is a global lifecycle engineering services company powering mission-critical industries from design to aftermarket across products, plants, and networks. With 300+ customers and 15,000+ associates across 30+ countries, we combine human expertise, deep domain knowledge, and AI to deliver intelligent engineering for every lifecycle across Aerospace and Rail, Automotive and Mobility, Connectivity, Energy, Healthcare, Mining, Utilities, and beyond.

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