

## PRESS RELEASE

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## **KEYNOTE SIGOS SHOWCASES SERVICES DESIGNED TO STOP REVENUE LEAKAGE AND ENABLE OPERATORS TO PREPARE FOR NEWLY DEFINED GRQ (GLOBAL ROAMING QUALITY) STANDARDS**

- Keynote SIGOS helps operators adopt GRQ standards
- SIMbox detection protects revenues

**Mobile World Congress, Barcelona** – 16th Feb 2009 - Keynote SIGOS, an expert in active testing of mobile networks, services and components, is showcasing its latest products for mobile operators and service providers at stand 1F70 at Mobile World Congress.

Keynote SIGOS bring 20 years of expertise and innovation in dealing with the testing and monitoring needs of the mobile world, which it has used to develop and extend the reach of its flagship product SITE (SIGOS Interactive Testing Environment). SITE is now capable of calculating KPIs for moving subscribers performing end-to-end services in addition to static subscriber probes. These mobility tests are geared for vehicles like taxis, trucks or trains and test the real subscribers' experience on the move. The information is processed to KPIs and displayed on a brightly colored geographic map.

Key to a global perspective on roaming quality is the consistency of measurements and thus comparability between home network and visited networks, regardless of the monitoring and testing methods used. This has driven the development of newly defined GRQ (Global Roaming Quality) / IR.81 standards – developed by the GSMA in co-operation with selected partners like Keynote SIGOS. The new standards will provide a conclusive framework for pro-active testing

and reactive monitoring whilst assuring the quality of end-to-end roaming services. As an additional service, Keynote SIGOS will now be offering special managed service packages on its GlobalRoamer product, in line with the SLA monitoring approach of GSMA.

In addition to these services and products, Keynote SIGOS is attempting to tackle the worldwide issue of the fraudulent use of SIMboxes which continues to impact the revenue of network operators around the world. Typically roaming calls are intercepted, redirected and terminated whilst being re-conducted via the fraudulent SIMbox, creating a cost / revenue shift along the way. The revenue leakage caused often goes unnoticed, therefore usually no or only little action is taken but SIMboxes result in significant revenue leakage for operators and roaming hub providers and poor quality service for customers, resulting in damage to the brand. With GlobalRoamer, Keynote SIGOS' sophisticated testing infrastructure for roaming calls, SIMboxes can be detected and their negative effects eliminated.

“The quality of a subscribers' experience is not only driven by static service usage but also by service deployment on the move. Mobility truly represents a real end user experience in the network and it is important that operators fully understand how their service is working at all stages,” said Joachim Bamberger, Head of Sales at Keynote SIGOS. “In addition to this, it is imperative that operators secure any possible revenue leakage, particularly in the current economic climate. We aim to arm operators with the tools to do this allowing them to combat threats such as SIMbox fraud, which is an ever increasing problem across the world.”

Keynote SIGOS expects to see increased demand in testing of Iu Interfaces over IP in the future due to replacements in network infrastructure with a shift towards IP based technology, as a result, the company now offers the possibility to test circuit and packet switched core network components, like MSC and SGSN with Iu Interfaces over IP.

### **About Keynote SIGOS**

As specialists in active testing of mobile networks, services and components, SIGOS offers automated test equipment, software systems and highly sophisticated consulting service for end-to-end service quality management. Mobile operators need SIGOS's services because they are differentiating themselves from each other on the quality of their service (QoS). Dropped voice calls, inaccurate billing and lost data connections all encourage churn and can inflict serious damage on an operator's financial results.

SIGOS provides an automated, centrally administered system with physical probes distributed over the whole network for performing efficient end-to-end active monitoring and testing for a network operator or carrier. The SIGOS test system is called SITE and typically includes a central service appliance and numerous remote agent appliances (probes). The central server acts as the brains of the system where tests are created, scheduled, stored and analyzed.

SIGOS was founded in 1989 and developed rapidly into a successful and internationally operating company with a worldwide coverage of over 100 countries. Combining international know-how and valuable acquisitions, SIGOS became Keynote SIGOS in April 2006.

Since foundation, the company has acquired as its customers all German, most European and many international mobile phone network operators, as well as numerous other top tier companies all over the world.

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