

SITE User Group Meeting 2007

Introduction – Sunday May 13th 2007

The second SITE User Group meeting took place over the afternoon of the 13th, and all day the 14th May 2007 in Nuernberg Germany. Although, this was the second meeting, it was the first since SIGOS became Keynote SIGOS GmbH in 2006. The venue of the event this year was the excellent Arabella Sheraton Carlton Hotel in central Nuernberg.



**Umang Gupta and Johannes Reis
being entertained by the Magician**

The event started, with an afternoon visit on the 13th to the historic 12th century “Kaiserburg” castle of Nuernberg located at the northern end of the medieval town. We had the good fortune of beautiful spring weather, and everyone enjoyed the castle visit with the excellent talk given by the castle tour guide. A very pleasant dinner took place back at the hotel later in the evening, with entertainment provided by a brilliant magician, and sensual, live jazz music

Opening – Monday May 14th 2007



**Johannes Reis
CEO Keynote SIGOS**

The main event started on Monday morning the 14th May, with the opening greetings and introductions. Johannes Reis (CEO Keynote SIGOS) was pleased to greet 20 Mobile Network operators that were present, along with 6 of our regional distributor companies and of course Keynote Inc and Keynote-SIGOS personnel. Mr Reis explained that the format this year would contain a much higher technical content, as this was the main feedback from the previous user group meeting in 2006.

To accommodate this request, not only had Keynote SIGOS included specific technical presentations, there was also the opportunity to see the practical content of these presentations on 3 live SITE systems, that had been installed in another room adjacent to the seminar theatre.

Hans Banken (System Architect, Keynote SIGOS)

Test Case Editor

The Keynote SIGOS system architect Hans Banken was the first presenter to take the stage with his description of the new SITE Test Case Editor. Hans was able to clearly explain how this powerful application allows the SITE user to have complete charge of creating at will, complex test cases and the resulting measurements and KPIs, through the “drag and drop” user interface of the Test Case editor.



**Hans Banken
System Architect**

This application has been available since the introduction of SITE Version 2.1, and is especially beneficial to the customer who quickly requires the implementation of complex Test Case scenarios. Hans was also able to later demonstrate the functionality on one of the live SITE systems that we had installed.

Dr Christian Deutsch (Software Engineer, Keynote SIGOS)

Layer 3 Trace NAS/RRC



**Christian Deutsch
Software Engineer**

Christian clearly explained the network problem detection capability, which is offered by the use of the new Layer 3 trace feature. The use of only the responses to the standard and mobile enhanced modem AT command set, can be limited, when looking to find a discreet error code that the mobile network can generate. The Layer 3 trace which is extracted from the mobile interface stack, provides a highly detailed view concerning any interaction between the mobile interface and the network.

Both the Non-Access Stratum (NAS) and the Radio Resource Control (RRC) can now be accessed by the SITE system, and provides the SITE user with yet another powerful tool to even better identify problems within the network infrastructure and its configuration.

Dr Shicheng Hu (ETSI Technical Officer)**Standardization of Future Networks**

Keynote SIGOS was honoured to welcome Dr Shicheng Hu as one of our key speakers at this years user group. Dr Hu is an ETSI standardization technical officer and has many years experience in the conformity, inter-operability and testing of mobile networks. Dr Hu was formerly employed in the early days of the original SIGOS organization, and has an excellent understanding of the challenges facing today's Mobile Network operators and their requirements with regard to end-to-end testing.



**Dr. Shicheng Hu –
ETSI Technical Officer**

His presentation focused on the need for standardization as one of the key requirements to enable network operators to quickly select, install and test new network infrastructure and also provide new innovative services, quickly and effectively to their customer base. He discussed the Long Term Evolution (LTE) and System Architecture Evolution (SAE) of mobile networks, and finally how the IP Multi-Media Subsystem (IMS) shall become a key part of converged core networks.

Umang Gupta (Chairman & CEO, Keynote Systems, Inc.)**Overview of Keynote**

**Umang Gupta
CEO Keynote Systems, Inc.**

The Chairman and CEO of Keynote Systems, Inc. presented the user group with the corporate background, and the existing services and value proposition that Keynote provides. The Keynote mission to improve online business performance and the quality of mobile communications through innovative Test and Measurement solutions, fits completely with the acquisition of SIGOS and its key product SITE. As a supplier to over 2600 Mobile and Internet customers,

Keynote understands how vitally important the availability and quality of offered services are to the end users, not only in the home network, but on a global basis. Umang clearly provided the Keynote strategy of being able to measure the end user experience, and the necessary tools for the mobile network operators to improve this experience for their customers.

Frank Thijssen (Manager for Performance Management, Vodafone Group)**The Global FACTS experience using SITE**

The first presentation from a SITE user, was made by Frank Thijssen from Vodafone Group regarding the Global FACTS project which uses a large installation of SITE components across the Vodafone footprint. Frank explained the goal of this system was to ensure that a consistent and high quality level of performance was offered to Vodafone customers either in their home network or when roaming onto any of the other Vodafone networks. The Global FACTS system is currently being upgraded and extended by Keynote-SIGOS.



**Frank Thijssen
Vodafone Group**

Frank was able to show to the user group how service performance problems have been detected and improved through the use of the system, and generally the benefits offered by constant end-to-end testing.

Trudo Wellens (Operational Service Manager, BASE Belgium)**Experiences with SITE and the GlobalRoamer Service**

**Trudo Wellens
BASE**

Next speaker was Trudo Wellens from BASE in Belgium. Trudo presented an overview of how the SITE system is configured and used in Belgium, and also how the GlobalRoamer service is utilized to check on international outbound roaming performance. BASE uses an extensive “Video wall” display in their operations control room, which shows reports from many different test cases to provide a constant “health check” of the network.

Trudo was able to provide a true user’s perspective of the SITE system, including the areas that BASE would like to see improved in future SITE releases.

Dino Tsoumakis (Software Engineer, Keynote-SIGOS)

Area Monitoring

Dino presented the Keynote SIGOS Area Monitoring solution, which shall help network operators “narrow down” failures to specific areas and/or systems in the network, to assist in faster troubleshooting and fault resolution. A graphical representation of the mobile network nodes and the assignment of alarm conditions to these nodes are supported. An alarm aggregation, and a “drill-down” feature allow the network operator to understand the underlying problems of any alarms that they see.



Dino Tsoumakis
Software Engineer

Gordon Cole (Product Manager, Keynote SIGOS)

Handset Simulation



Gordon Cole
Product Manager

Gordon provided the user group with a general overview regarding the high importance of content validation, to ensure the loyalty of customers using high revenue generating applications such as streaming, mms, ring tones and games. Keynote Systems (Inc) already supports as services, the ability to fully test content via a handset simulation application (Wireless Application Prospect – WAP). A basic check of received content against handset capability is available now, however Keynote SIGOS intends to leverage the full WAP capability, which shall be incorporated into the core SITE product in a 2 phased delivery schedule during 2008.

The application shall support a database of over 1000 handset/devices, with the ability to replicate the user via a handset simulation screen. For website interaction, the user shall be able to manually negotiate the URL/site or setup automatic crawling.

Gordon Cole (Product Manager, Keynote-SIGOS)**Drive Testing**

The already available SITE Wireless Local Unit (WLU), is the basis of the proposed SITE Drive Test solution. Gordon explained how this type of unit is enhanced with most of the capabilities of the SITE Central Unit to perform in a stand-alone mode. It receives test orders and sends test results to the SITE Central Unit via one of its wireless interfaces. A new Geographical User Interface shall be developed along with suitable test cases for drive testing. The use of the already released Layer 3 tracing, shall provide powerful information concerning the network infrastructure messaging.

Johannes Reis (CEO, Keynote-SIGOS)**Roadmap and User Group Summary**

Johannes summarized the features already covered in the earlier presentations, and also identified other key new milestone features such as the HSUPA capability, and the Iu_{ps} and Iu_{cs} interface support. He also discussed the plans to improve the usability of the SITE system, by means of a simplified Graphical User Interface.

Johannes had already received a lot of positive feedback from the attendees during the coffee and lunch breaks, and therefore could confidently declare the event a full success, with the intention to hold another user group meeting next year in 2008.

**Thanks**

We would just like to thank again all the attendees to the user group 2008, with special thanks to our key speakers from ETSI, Vodafone Group and BASE Belgium. Many thanks also to our suppliers, business partners and colleagues from Keynote Systems Inc.