



Service Quality Monitoring

Periodic QoS testing

Slow setup time, service outages or unsuccessful data downloads are experienced in every network. In order to manage daily operations standardized matrices should be deployed by several divisions, e.g. Service Operations, Service Quality Assurance, Network Operations, International Roaming and Revenue Assurance.

In a highly competitive market, such as the telecommunications industry, providing and maintaining highest quality to end customers is the key to sustainable competitive advantage.

With customers having multiple options at hand, poor quality – even the occasional drop in quality – can have immediate consequences. Switching between operators never has been easier through mobile number portability.

First class service quality has many influencing factors not all being under the immediate control of the operator. Identification of weak points can be difficult and some may remain undiscovered even while their effects are still evident in the market.

Keynote SIGOS offers accurate measurements of end-to-end quality for voice and data services by measuring KPIs like call setup success rates, HSDPA, HTTP average throughput or service degradation of BlackBerry services.

Taking round the clock automated measurements at the end user's interface (rather than in network nodes) operators obtain in-depth insight into end-user's perception of the network.

Generation of active test calls 24/7 – without the cost of 24/7 staff - covering all aspects of the network and the upload of KPIs to a centralized alarming system provides excellent real-time feedback on the service levels of the network.



See your network through the eyes of your customer



Active testing benefits

- Testing time
Continuous heartbeat tests
- End user experience
Best reflection of end user experience: E2E service quality tests
- Time to detect issues
Identification and localization of service and network issues can be achieved before actual service degradation and threat of revenue loss
- Operating costs
Reduced operating costs by automating monitoring, testing, and reporting; increased personnel efficiency; costs not correlated with network size and growth
- Testing scope
Pro-active test approach can be realized; in control of testing scope