

Press Bulletin No 2

SIGOS announces new Roaming Test Service

Mobile phone calls in foreign countries without any problems: presentation at the technical conference BARG

Just in time for the start of the travel season, SIGOS offers a new roaming test service. At last, mobile network providers can now check the reliability and quality of their partners' networks abroad. The service is to be extended on all important European networks within a year. The Nuremberg based telecommunication service provider presented its new service to the visitors of the international technical conference BARG last week.

Nowadays the mobile phone is a must for the hand luggage. Yet phone calls in the tourist country are rarely as smooth as at home, especially the quality often leaves a lot to be desired.

For years service providers have taken numerous efforts to improve roaming, but trouble shooting and quality control have proven to be quite difficult. Errors can only be detected in manual tests, and they can only be avoided with the consent and the help from the roaming partners. The same is true for the IREG tests, which are laid down in international agreements. With these tests being expensive and time consuming, the network providers often only have executed the minimum amount.

Very soon this will be water under the bridge. The Nürnberg based SIGOS GmbH has started building up a Europe wide testing network. Small boxes are installed in every country which simulate a mobile phone user by calling each other, sending each other SMS or surfing on the internet. The SIM cards which are necessary for these tests are centrally administrated in Nürnberg and virtually transmitted via the network to the box needed. Any network provider will be able to pay for and then use this testing network via the internet and execute his own test cases at his own responsibility and completely independently. The advantage: tests can be carried out at any time day or night, customer complaints can be investigated immediately and the quality of the roaming partners' networks can be constantly monitored. It is obvious that this solution saves costs.

Florian Dauerer, Product Manager of this new service, presented a first live demonstration for the visitors of the telecommunication conference BARG last week in Munich. "We got an overwhelming positive feedback from the network providers, as the network quality can be improved significantly and the cost saving factor is immense. We expect to have Europe covered for the most part by the end of this year". Main issues at this conference were billing and roaming.

SIGOS Systemintegration GmbH, Nuremberg, with a present workforce of 45 employees, has a turnover of approx. 6 million Euro. The company has specialised in consultancy, system integration and test solutions in the telecommunications branch. Customers in Europe include network operators (amongst others Vodafone, O2, Quam, E-Plus, Swisscom, Telecom Italia, KPN) and manufacturers (amongst others Ericsson Eurolab, Lucent Technologies). SIGOS has worked for years now on international standardisation committees such as ETSI or ITU-T. The company was founded in 1989 by 17 telecommunication experts.

(3111 signs; sample publication requested)

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