

Global Roaming Assurance

ASSURING QUALITY OF SERVICE FOR YOUR CUSTOMERS ABROAD

International roaming is a critical component of telecom operators' business. It accounts for a significant amount of revenue and margin. International roaming users are usually high value customers often having influence on corporate accounts and are willing to pay a premium to use voice and data services provided they receive outstanding Quality of Service (QoS) wherever they may be.

While operators are pressed to develop new services to support their growth, delivering these services is becoming increasingly more challenging. CLI/CAMEL-based services, GPRS and UMTS mobile office functionalities for business users, information and entertainment services, and video-conference are all complex services that involve multiple-player delivery chains and rely on complex infrastructures and protocols – a complexity that increases exponentially in roaming.

How does an operator verify QoS for customers abroad? One solution is implementing a system capable of simulating and testing customer use-cases from foreign countries, provided that a wide geographical scope can be efficiently covered with the agility, scaling and automation capabilities required to handle many often changing services, customer profiles and roaming partners.

FOCUS ON WHAT MATTERS...

The **ANTS for Global Roaming Assurance** solution for telecom operators guarantees that their services are delivered with high-quality to their customers abroad based on an **outsourced end-to-end testing infrastructure pre-deployed across most countries**. Operators can focus on their mission-critical tasks and leverage their expertise without expending time, energy and resources to the operations and maintenance of a testing infrastructure abroad.

- ANTS ensures **Virtual Home Environment (VHE)** testing over the air using pre-built libraries of test procedures and KPI/KQIs that provide extensive service coverage (voice, SMS, MMS, voice-mail, CLI/CAMEL-based services, HTML/WAP navigation, etc.) on all networks (GSM, GPRS, Edge, UMTS, PSTN, etc.). Extensions are forecasted and customizations can be implemented in order to address additional or more specific testing needs.
- ANTS for Global Roaming Assurance streamlines **process automation** by automatically running defined tests according to your individually designed scheduling plan, processing the results, and generating the KPI/KQIs and associated alarms, if any.
- Via their web browsers, users view the test results,

KPI/KQIs and reports – even during the test execution. Further investigation and analysis can be performed online such as interactive OLAP analysis, access to detailed traces, ad-hoc scheduling of complementary tests, etc to support the overall roaming assurance process agility.

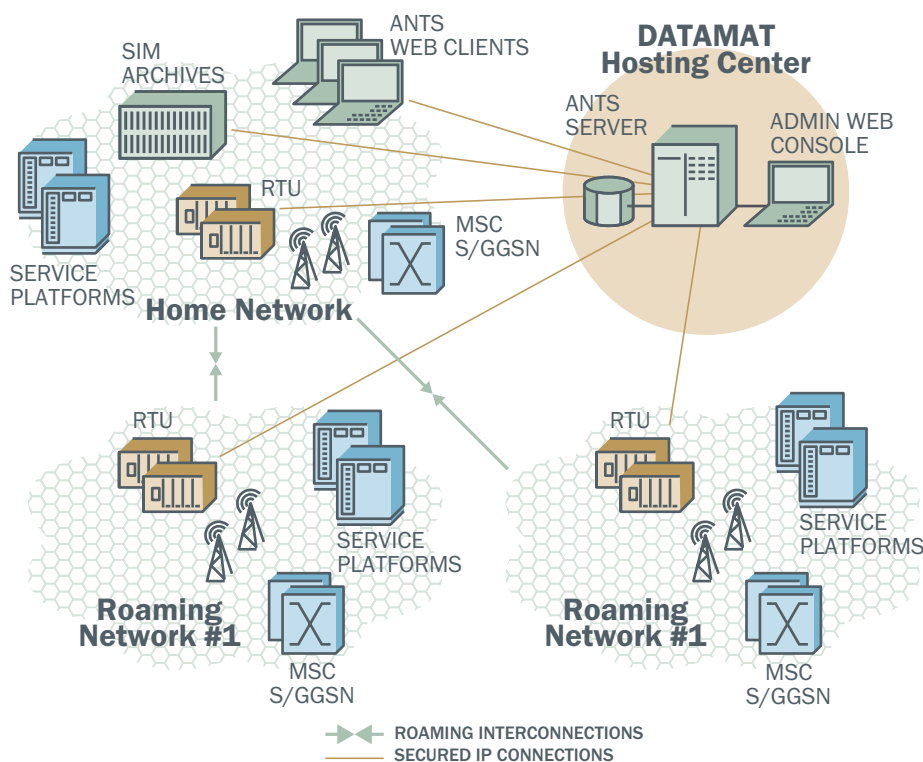
SEAMLESS DEPLOYMENT – NO INFRASTRUCTURE MANAGEMENT

ANTS eliminates the need for infrastructure operation & maintenance.

- ANTS for Global Roaming Assurance arrives as a service on a scalable **pre-deployed infrastructure** that liberates telecom operators from the cumbersome operations and maintenance of Remote Test Units (RTU) deployed in more than 30 countries and the administration of the server systems. A simple web browser is all that is required for users to access this service via a secured connection.
- **ANTS Virtual SIM Displacement** technology enables test SIM/USIMs to be placed in SIM Archives on the operators’ premises – the unique component possibly installed onsite. Easily controlled and managed by users, the SIMs are virtually dispatched to the appropriate RTU at test execution time.
- Implementing the ANTS for Global Roaming Assurance service consists in defining the tests to be run, relevant KPI/KQIs, and reports to be produced – the solution can be rapidly deployed and “live” within a few weeks.
- The shared platform supporting the ANTS for Global Roaming Assurance solution has **extended customization & integration capabilities** ensuring deployment of a solution that exactly meets operators’ needs and requirements. Customization can include defining specific tests, KPI/KQIs, or reports. Interfacing with various systems such as alarm management systems requires minimal integration due to the support of open standards. Custom developments for Call Data Records (CDR) acquisition and verification can be integrated as well.

BENEFITS

- **WEB-BASED SERVICE APPROACH: 24/7 ACCESSIBILITY WITH NO INFRASTRUCTURE MANAGEMENT**
- **RAPID SERVICE SETUP ON PRE-DEPLOYED TESTING INFRASTRUCTURE ACROSS 30+ COUNTRIES**
- **AUTOMATIC AND AD-HOC TEST PLANNING, EXECUTION AND ANALYSIS**
- **FULL CONTROL OVER TEST SIM/USIMs CARDS THROUGH VIRTUAL SIM DISPLACEMENT TECHNOLOGY**



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