

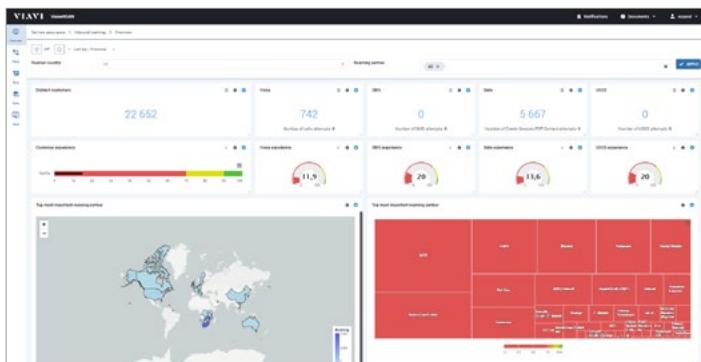
Application Note

360° Visibility on your Roaming Subscribers

VisionROAM is a simple yet powerful inbound and outbound roaming monitoring tool developed for Customer Experience Management needs.

VIAVI offers a set of interactive dashboards where valuable information is displayed within seconds through simple clicks. KPIs are displayed with trending graphs, pie charts and maps enabling multiple analysis such as steering-policy changes, market shares, fraud detection and more.

VisionROAM has been developed to be accessible for technical and non-technical profiles.



Inbound Roaming dashboard in VisionROAM



VisionROAM

A pillar of the NITRO Mobile Platform:

A subscriber-centric platform focusing solely on improving the global subscriber satisfaction. With VisionROAM, VisionCARE and VisionSLA, NITRO Mobile offers a CEM portfolio that enables an Operator to handle its customer complaints, improve subscriber satisfaction including VIPs and fleets, follow closely Roaming partnerships and its revenues, detect potential fraudsters and much more.

VisionCARE offers 360° dashboard providing all the information needed from teams in charge of subscriber relationship ensuring a proactive and satisfaction-focused customer care, VisionCARE provides all information, from high level profile information to deep technical telecom issues experienced over a defined period.

VisionSLA is a product entirely dedicated to subscriber experience management by providing a monitoring tool to ensure the fulfillment of Service Level Agreements (SLA). It also ensures the Mobile Network Operator meets its Service Level Agreements (SLA) and provides its highest value customers (VIP, Fleets) with the best Quality-of-Experience possible.

Use Case: Detecting outbound roaming issues rapidly

One of our customers using VisionROAM noticed a spike on network transactions and location updates failures, especially high for subscribers coming from 2 specific operators were failures reached 100%.

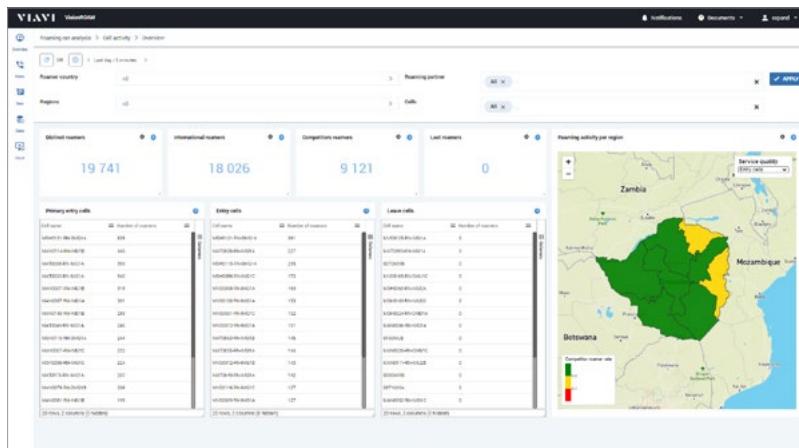
After further investigations, the roaming partner replied 2 interconnection links were down.



Outbound roamer (per 15mn) trending graph

Our customers seeing that the inbound and outbound roaming failures were also increasing requested a further investigation. Our customer also noticed that many calls dropped after 20 seconds with a specific end-failure impacting subscribers from an operator based in the UK.

Detected early in the morning by VisionROAM, the issues were solved by the roaming partner by the afternoon after being notified to investigate the matter.



Roaming RAN Analysis dashboard

Why Interactive dashboards matter?

Monitor your market shares in real-time

Beside monitoring your roaming partnerships, VisionROAM also monitors in real-time the operators market shares for outbound roamers:

Customer Experience Management (CEM)

VisionROAM is by default a powerful Customer Experience Management product. It has critical CEM scores such as:

- CEI framework: customer experience index measurements providing aggregated QoE measures for monitoring
- Subscriber group management per IMSIs
- Detailed service usage: Voice/SMS/USSD
- Distinct count of impacted IMSIs
- More specific features

Evaluate a degradation

In some cases, a bad KPI may be caused by a single roamer generating a lot of failures. It is critical to evaluate upon detection, how an issue impacts the roamers, especially if it affects the quality-of-service offered.

An 'Impacted IMSI' feature has been developed to easily display a list of IMSI impacted by a specific KPI measurement, accessible via a single click.

"We first trialed VisionROAM with a real network incident and the results were beyond our expectations- we roughly saved 30 minutes on diagnosing the issue, a saving that speaks by itself on the product's ROI." stated a product user at a tier-one European mobile network operator.

Franck Seveno, Product Line Manager at VIAVI, said: "Interactive dashboards are real time savers. They enable our users to save time for analysis by replacing drill-downs with simple clicks. VisionROAM uses the friction-reduction concept with its unique features to focus on what matters: root-cause identification of critical events."

VIAVI (NASDAQ: VIAV) is a global provider of network test, monitoring and assurance solutions for communications service providers, enterprises, network equipment manufacturers, government and avionics. We help these customers harness the power of instruments, automation, intelligence and virtualization to Command the network. VIAVI is also a leader in light management solutions for 3D sensing, anti-counterfeiting, consumer electronics, industrial, automotive, and defense applications. Learn more about VIAVI at www.viavisolutions.com.