RCATS® Wireless Service Assurance Solutions
Product Overview
RCATS®
NetComplete™ Service Assurance Solutions Portfolio

**Key Features**

- Automates service validation testing for voice, data, and messaging services from an end-user perspective
- Comprehensive solution that supports global wireless protocols for GSM, CDMA, and iDEN networks
- Web enabled views and reports for assessment of test results and Key Performance Indicators (KPIs)
- Enables large scale continuous monitoring of service quality and availability from large numbers of geographically-dispersed locations
- Graphical development environment to enable the rapid creation of test profiles
- GSM networks – MI Server virtually loads operator-specific SIMs into remote probes located in roaming locations
- Secure access and control via Web, telnet over Ethernet, dialup, or serial port

**Benefits**

- Increases customer satisfaction by reducing the time required to detect customer-impacting problems
- Reduces operating cost by automating monitoring, testing, and reporting
- Increases operator visibility of their customers’ service quality by providing network-wide, real-time reporting of measurements and key performance indicators (KPIs)
- Improves consistency of customer experience by monitoring a common set of customer services throughout the entire network footprint
- Reduces the time and risk to install or modify network infrastructure by providing extensive recursive testing capability

**RCATS® Solution Set**

RCATS® is a patented end-to-end service quality monitoring solution for wireless service providers. Utilizing a distributed architecture of probes, test controllers and SIM servers, the RCATS® solution automatically tests a variety of voice, data, messaging, and billing services from an end-user perspective. The solution is typically deployed across multiple geographic locations, providing a consolidated view of service quality and detailed reports for each individual service and geographical location.

The RCATS® solution, an integral component of the Netcomplete Service Assurance Solutions Portfolio, is mature, reliable, and widely-deployed by many of the world’s leading wireless operators, all of whom face enormous pressure to attract and retain subscribers through new service offerings and improved network quality. As the leading solution for end-to-end service quality monitoring for wireless networks, RCATS® enables these operators to meet this challenge with real-time, network-wide performance and availability information, enabling them to increase service quality, increase revenue, reduce costs, and improve customer satisfaction.

On GSM networks the RCATS® solution enables wireless service providers to validate voice and data roaming through a centralized SIM server that virtually loads operator-specific SIMs into remote probes located in roaming locations. The solution proactively alerts network administrators to service issues and provides critical information necessary to resolve the problem. The solution is centrally administered through a multi-user Web portal and supports interactive on-demand testing as well as fully automated testing.
The RCATS® solution is supported under two models:

Customer-operated
In this model, customers purchase the RCATS® probes, test controllers, and SIM servers and operate the solution themselves. Professional services are available to help customers with system integration, configuration, and customer-specific test development.

JDSU-operated
In this model, JDSU owns and operates the solution on behalf of the customer as a Managed Service Provider. This subscription-based solution, called RoamerNet®, provides customers the ability to define and execute their desired tests, and retrieve the results through the RoamerNet® Web interface. Tests are performed automatically, but customers can also run their own interactive tests on-demand. RoamerNet® currently covers 750 locations across 60 countries, and this can be easily expanded upon customer request.

See the RCATS® Product Guide for a complete listing of service and technical specifications.
NetComplete™ Service Assurance Solutions Portfolio

The NetComplete Portfolio

The NetComplete portfolio by JDSU is where you find the company’s comprehensive Service Assurance Solutions – including industry-leading test probes, software and systems - that support worldwide communications providers delivering next generation network and fixed mobile convergence (FMC) services. NetComplete provides best-in-class business solutions so service providers can effectively manage the entire lifecycle for quality voice, video, data, and wireless services.