



Case Study

SmartViser

Mobile Operator

Device acceptance assessment

Introduction

This case study is based on a research of a Device Acceptance division of a European Mobile Operator. The profiled Operator has asked to have their name blinded to protect their confidentiality.

Challenges

The main challenges that led the profiled company to evaluate and ultimately select SmartViser's solution to cope with were:

- Company restructuring resulting in reduced manpower
- Increased workload in device acceptance due to new technology introduction like VoLTE
- Ensuring repeatability and consistency of testing

Company

European Mobile Network Operator

Company size:
Large enterprise

Department:
Device Acceptance Division



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Solutions

ViserDevice test suite was selected for this challenge with Audio MOS add on solution. Test scrips were created based on the original plan by the MNO adapted for test automation. The main KPIs that were selected for the device acceptance testing were the following:

- Call Performance (2G, 3G, VoLTE, VoWiFi)
- Voice Quality (2G, 3G, VoLTE, VoWiFi)
- Data Performance
- Battery life measurement and power consumption
- VoLTE, VoWiFi compliance
- Web browsing speed & fluidity

Key features & Benefits identified by our customer when operating our solution:

- Ease of use
- Device agnostic and same script running on any brand
- 24/7 operation
- Scalable no additional equipment
- Comprehensive

Results

Within this context, SmartViser has helped the company achieve the following results:

- Increased their testing efficiency
- Achieved reduction of time by 75%
- Observed a 40% ROI

«All the elements we needed to automate our tests were successfully brought together with SmartViser, the support and the test solution. We have doubled our testing load and halved the testing time. We have won on both sides!»

For more information on our products, please contact your local SmartViser office or send us an email contact@smartviser.com