



SmartViser

Mobile Operator

Network QoE monitoring optimization

Introduction

This case study is based on what was experienced by a European Mobile Operator that is monitoring QoE on its live Network. 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:

- Difficulty in measuring real life / live network performance
- Current measurements with simulators do not reflect the actual user experience
- Existing solution was locked to certain hardware and was too costly and time consuming to expand the scope of testing and to add new KPIs.

Company

Northern Europe Mobile
Network Operator

Company size:
Large enterprise

Department:
Network Performance Team



Case Study

Solutions

viSerNetwork solution was selected with audio MOS add-on package and the following KPIs were measured:

- Call Performance (2G, 3G, VoLTE, VoWiFi) including WhatsApp
- Voice Quality (2G, 3G, VoLTE, VoWiFi) including WhatsApp
- Data Performance (2G, 3G, 4G)
- VoLTE, VoWiFi
- Web browsing fluidity
- Network benchmark. Compare with competitors MNVOs & MNOs
- Field testing in high speed trains and specific drive routes to understand mobility network performance

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

- Ease of use
- Device agnostic approach (possibility to choose devices close to what most end customers are using)
- 24/7 operation
- Scalable, no additional equipment, no footprint on existing test environment
- Comprehensive visual reports
- Automated assessment on audio scores by recognised standard POLQA without any user input

Results

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

- Improved network performance on areas the competition was offering a better service
- Better Management of the VoLTE and VoWiFi roll out
- Conduction of a study to measure impact of calls quality on delivered customer service quality
- Significant cost reduction by maximization of test simulators and existing complex hardware set up efficiency

«We are very pleased with the SmartViser's results. We were able to choose the devices and monitor all the most important KPIs that impact the end users QoE.»

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