



How A Leading Mobile Network Operator Optimised Device Testing

INTRODUCTION

This case study is based on a requirement by a Mobile Network Operator Device acceptance team to optimise the load associated with Device testing. 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 were:

- An important workload linked to the number of devices to be selected for the Operator portfolio
- A need to avoid the burden of recurrent testing and be able to focus on the high added value activities
- The importance of trustable and repeatable results on any device without any testing setup adaptation
- The potential impact of any network bearer interoperability issue, where the responsibility of the MNO is high in front of end-user complaints
- The capability to control a complex lab setup with external equipment

CASE STUDY

European Mobile Network Operator

VERTICAL

Telecoms

INDUSTRY

Wireless Communications Services

EMPLOYEE

201 - 500

SOLUTION

In order to cope with the challenges the customer was facing, the following solution has been implemented:

- viSerDevice Licences (APK installed on the Device Under test, DUT) execute the user actions and monitor KPI
- SynchroviSer PC Software acts as a scheduler to drive the DUT and external parts. The testing set-up automates:
 - the Call and Data Performance on the DUT
 - the stability and robustness of a new feature
 - the Network Configuration synchronized with each test case (2G/3G/4G, Inter Freq, Inter RAT ...)

RESULTS

SmartViser has helped the company achieve the following results:

- Setup the automated test environment, with Lab equipment controlled and synchronised
- Provide the testing solution to automate the device test plan
- 90% of the testing is now automated
- Simplified the testing process and allowed to increase the testing capacity without any extra workload
- Provide confidence in the testing results with detailed report information of each tests case
- Guarantee an identical test process on any device brand and model

"We are very pleased with the SmartViser's solution. It enables us to master the impact of network bearer interoperability issues with no extra resources deployment"

KEY BENEFITS

- Ease of use
- Device brand agnostic
- Scalable solution
- Capability to Drive DUT and External Equipment