ariesoGEO Mentoring Service

### ariesoGEO Mentoring Service – Ensuring Customer Success with ariesoGEO

ariesoGEO can transform the way Operators visualize, optimize and manage their Networks and ariesoGEO Mentors can be the key to enable this transformation. Following on from the ariesoGEO Training courses, the ariesoGEO Mentoring program will help to embed the powerful ariesoGEO solution across multiple processes within an organization.

There are three key aspects to how the Mentoring service is tailored to any individual project, by focusing on these items Viavi can ensure customers maximize the value from Location Intelligence across the organization.

- Adopting ariesoGEO Best Practices into current operational processes
- Embracing Location Aware monitoring of the network
- Adapting a customer centric approach to activity prioritization

Best Practice Development for Business Value Outcomes

Each ariesoGEO Mentoring program is tailored to the Business needs of our customers and is measured by the impact the solution has within the organization. Through a series of workshops and one to one Engineer sessions a number of Best Practices and Use Cases will be introduced to a number of teams throughout the organization including Optimization Engineers, Planning Engineers, Corporate Account and Customer Care team members. Typical use cases that would be offered are outlined below but there is a significant level of customized use case development available.
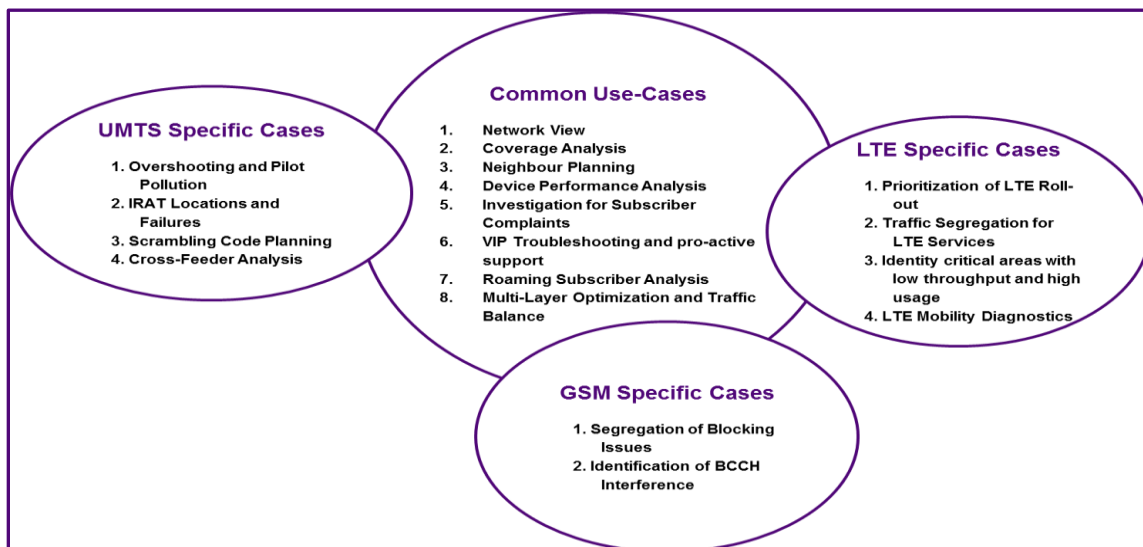
Reporting

In addition to the extensive Use Case and Best Practice integration within an Operators organization, the ariesoGEO Mentors will ensure Senior Management have access to customer centric location aware dashboards and web reports. This enables easy access to Location Aware multi technology and multi vendor performance monitoring across the network without the need to deep dive into the solution.
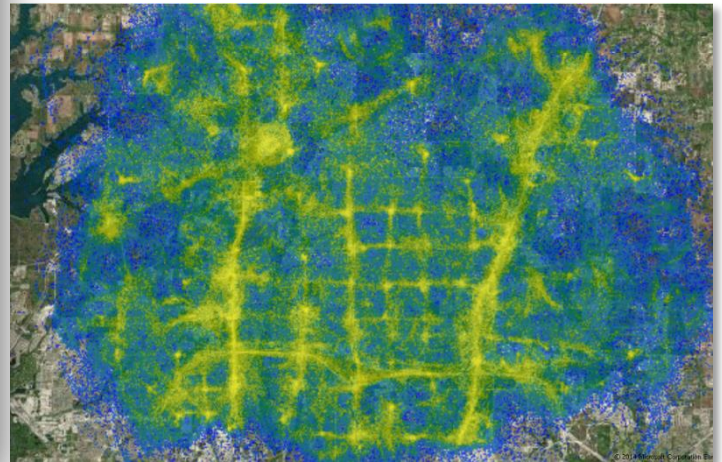
Our Mentors

Our ariesoGEO Certified Engineers are not only exceptionally trained and experienced in the use of ariesoGEO, but they have significant industry experience and are proven experts in the field of RF Planning and Optimization, including but not limited to:

- 2G, 3G and 4G Technologies
- RF Optimization
    - o Dropped call analysis
    - o Blocked call troubleshooting
    - o New feature testing
    - o New site rollout introduction
    - o Neighbour planning
    - o Interference analysis
- RF Planning
    - o New site planning
    - o Automatic Cell Planning techniques
    - o Capacity planning

- o Small Cell planning
- o WiFi Offload
- o Multi Carrier and Carrier Aggregation
- Device Performance
- VIP Troubleshooting
  - o Customer complaint analysis
  - o Proactive VIP troubleshooting
  - o Coordination with customer care teams
- Drive testing and post processing analysis
- Analysis using OSS, Planning and Optimization tools

Project Management

The mentoring service is managed end to end by our Service Delivery Managers who will also be responsible for the delivery of the ariesoGEO Solution deployment. The mentoring phase will typically start once the ariesoGEO solution has passed acceptance and users are trained through the ariesoGEO User and Advanced training course. Viavi will take an agile approach to Mentoring delivery where after an initial requirement gathering phase, Mentors will focus on 2-4 week blocks of workshop and use case integration followed by analysis of results and any new requirements or use cases. To maximize the benefits of the Mentoring service, the Operator should plan to work closely with the Mentor to implement any network changes recommended through the use of ariesoGEO (such as antenna tilts, azimuths, SC changes, Power changes, new sites etc), the Viavi mentor will then help perform any post change analysis and further follow up recommendations.

Specific deliverables from the Mentoring project will include

- Scope document outlining the use case objectives
- Weekly reporting on use case delivery and issues found/resolved
- Final report outlining all use cases delivered with pre/post change outcome analysis