

NITRO™ Core

Roaming Assurance



MAXIMIZING MOBILE ROAMING POTENTIAL

The Challenge: Protecting Revenue

Protecting roaming revenue while ensuring both inbound and outbound roamers get a high level of service is an ongoing challenge faced by mobile operators.

- Roamers tend to deliver higher ARPUs and, as tariffs from roaming come down in many regions, the number of active roamers and roaming usage—data in particular—has gone up
- Many enterprises operate in a global environment with employees travelling internationally and expecting all services and application to work when roaming
- Poor or varying levels of service when roaming can quickly lead to frustrated and dissatisfied subscribers

The roaming challenge is compounded by the fact that solving roaming service issues can be complex with multiple operators involved and service-affecting issues are often difficult to isolate.

INTRODUCING VIAVI NITRO CORE ROAMING ASSURANCE

Powered by the VIAVI Network Integrated Test, Real-time analytics and Optimization (NITRO) intelligent platform, NITRO™ Core Roaming Assurance addresses the roaming challenges of mobile service providers. With proven business results from insight into the network, the service, and the subscriber, NITRO Core Roaming Assurance **protects revenue by proactively identifying and helping to resolve roaming issues before subscriber impact.**

NITRO Core Roaming Assurance operates 24x7 in near real-time, monitoring inbound roamers on your network and your outbound roamers. Intuitive and flexible dashboards give unique visibility into all roaming voice and data services, including VoLTE, where you can view by point of interconnect, by country, and by network operator.



Prioritize analysis and troubleshooting for VIP subscribers with auto-ranked, KPI-driven dashboards, ensuring top service quality globally



Protect roaming revenues with 24x7 roaming assurance, offering both historical and real-time insights through a web-based solution



Resolve complex roaming issues efficiently using in-context drill down capabilities

Now, non-experts can get a high level, business focused view of roaming.

Features

- Business critical KPIs
- View by operator, country, VIP, and service
- Real-time, 24x7, auto-ranking, KPI driven dashboards
- Monitor ALL your roaming partners QoS
- Monitor ALL roaming services: voice, data, SMS, VoLTE, user and control plane

Benefits

- Protect roaming revenues
- Optimal QoE inbound and outbound
- Metric-guided workflows for faster resolution
- Complete view of ALL roamers provides business critical KPIs

NITRO CORE ROAMING ASSURANCE

All Roaming Partners

- Complete view of all roamers' segments by roaming partner, by service, by country, and by VIP
- Instant visibility into roaming quality where service issues are auto-ranked
- In-context drill-down to KPIs – analytics by roamer partner inbound and outbound, providing immediate identification of service-affecting issues.

Roaming network issue - \$1.5M per day

Major UK operator had their Network Node Global Title deleted from a major International carrier's gateway to Germany.

Problem occurred late Friday evening and failure to resolve incurred revenue loss of \$1.5 million per day.



Global View

Inbound and Outbound Breakdown

Measurement Results Explorer

Global roaming dashboard

NITRO CORE ROAMING ASSURANCE

VIP Analysis

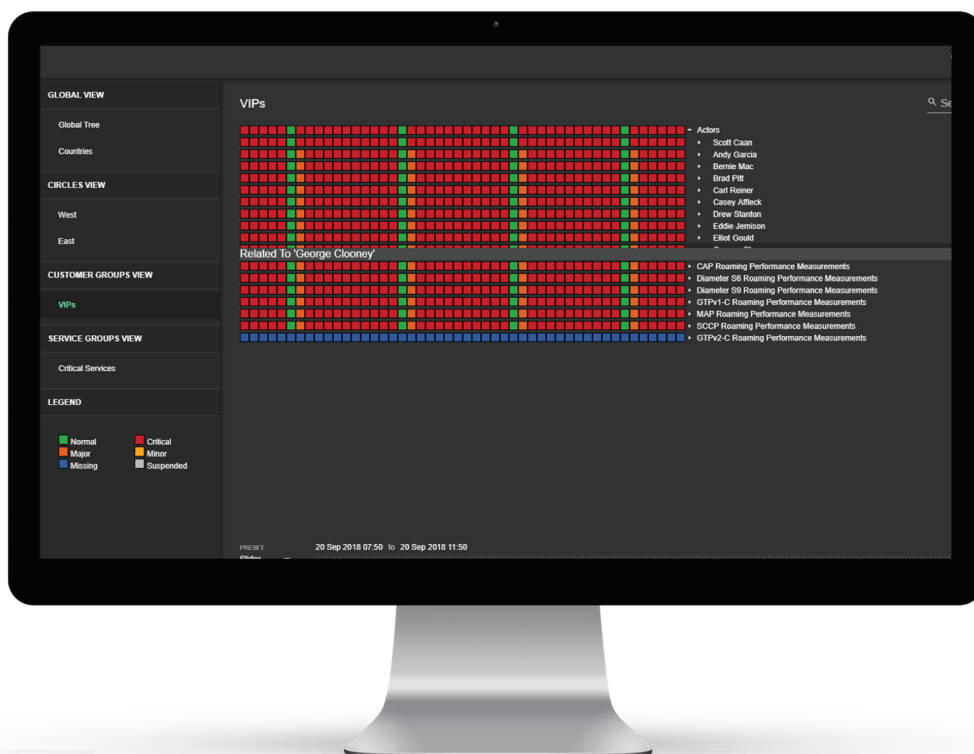
- High level visibility of all VIPs – grouped by VIP type – for example by enterprise
- Immediate insight into which VIPs are receiving poor service – detailed breakdown of specific KPIs – highlighting the specific service issue of that VIP

Corporate issue - \$1.1M per year per account

CEO of multi-national business was attending an Asian conference.

Upon arrival he was unable to attach to any network.

Company was a 3,000 handset corporate account generating \$1.1 million annual revenue for the operator



Roaming VIPs visibility



NITRO Core Roaming Assurance from VIAVI enables you to ensure roaming revenues are protected, optimal QoE is delivered to both inbound and outbound roamers, and VIPs get the best level of service globally.

NITRO Core Roaming Assurance

has a proven business case to deliver protected revenue and improve efficiencies valued up to \$15M over three years while providing a high roaming quality of experience.





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