

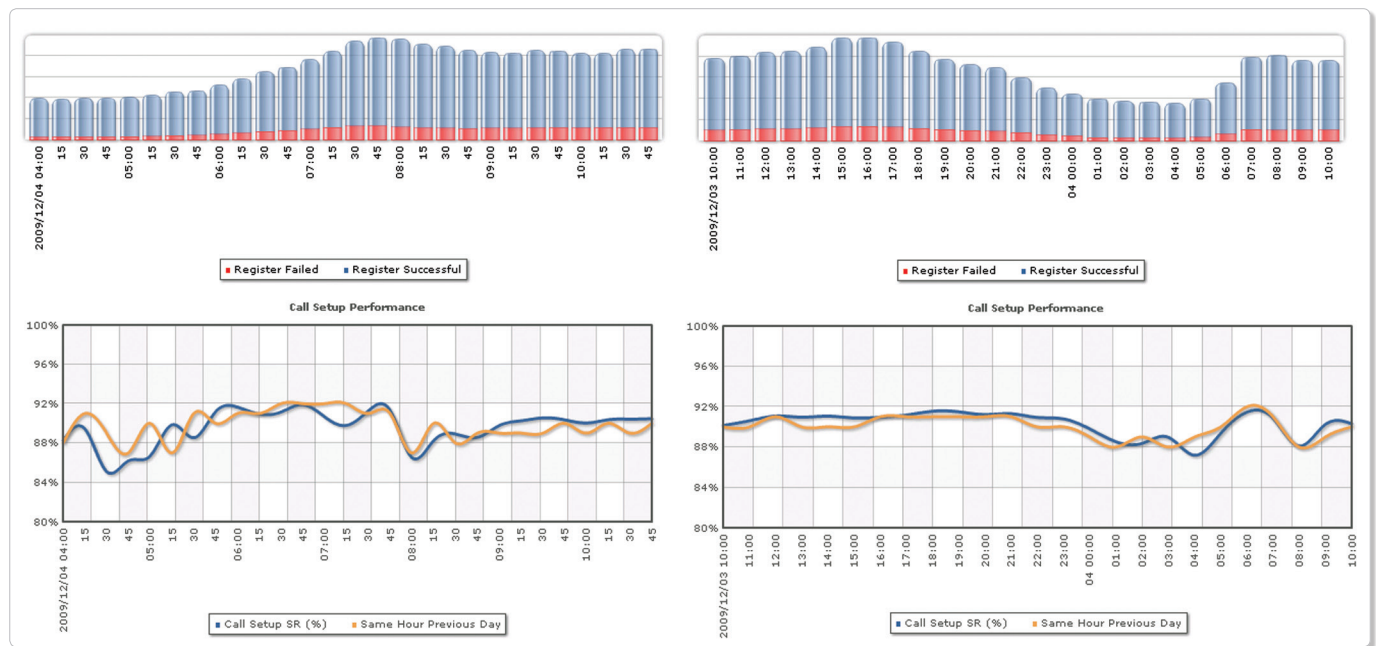
IMS Service Assurance

Fixed-line and mobile operators are implementing IMS to provide a framework for the creation and smooth deployment of new services in a converged environment, creating the possibility of new revenue sources for the operators. IMS creates great possibilities, but its complexity poses challenges as every transaction involves several network elements and a lot of signalling information that all need to work together properly in order to ensure a high quality of experience.



Polystar's IMS solution for network and service assurance

With Polystar's solutions, you can proactively manage your network by constantly monitoring end-to-end KPIs and KQIs, and immediately have any degrading trends highlighted. For instance, should parts of the network reach its capacity limits, this would normally affect the dropped-call ratio and set-up times. Through monitoring and early-warning alarms on these KPIs, you will have ample time to add network capacity before performance limitations lead to severely degraded quality and subsequent customer complaints. In addition to assuring a high level of customer satisfaction, a proactive approach will save operating expenditure by minimising the number of trouble-tickets.



Predefined dashboards provide an overview of trend- and root-cause analysis across all networks layers.

We provide predefined dashboards that visualise service quality, facilitating trend- and root-cause analysis across all network layers. By monitoring the SIP and Diameter protocols, as well as providing quality metrics and MOS (Mean Opinion Score) on the actual service, an end-to-end view of the service quality all the way from the user terminal to the IMS core network is achieved. In addition, our solution supports ENUM (E.164 Number Mapping) to facilitate correlation and traces between interconnected VoIP and PSTN networks by mapping Universal Resource Identifiers (URI) with phone numbers. The information is collected in real time from probes, creating both transaction-based call-flow information as well as xDRs. The xDRs are used to generate both user- and predefined KPIs and KQIs, all visualised in an intuitive web browser-based interface. KPIs can be created from different perspectives in the IMS network, providing a 360° view from a customer, network, service or terminal perspective.

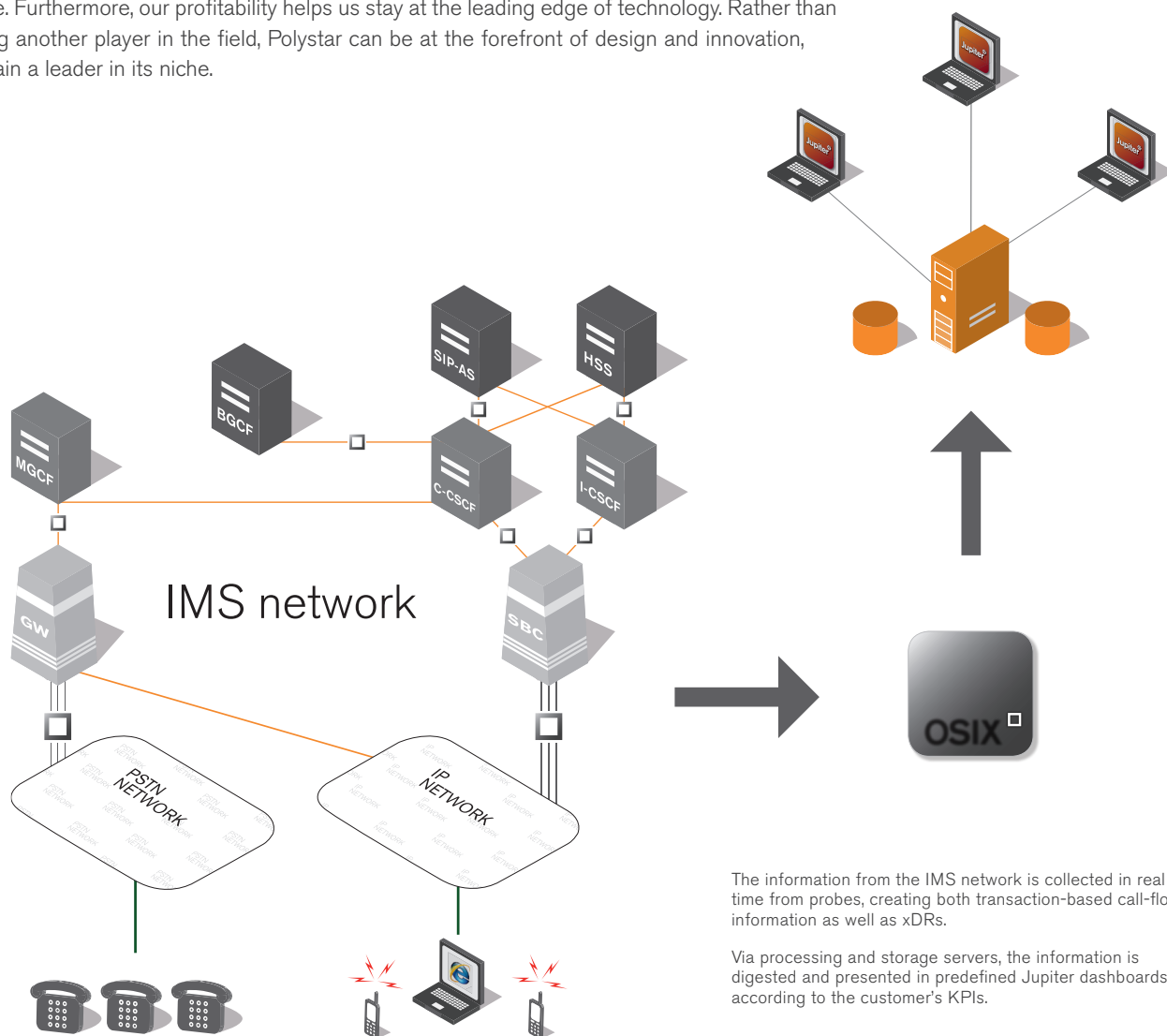
The Jupiter and OSIX difference



The IMS Assurance solution is built on our Jupiter and OSIX products. Real-time data is fed from OSIX to Jupiter, which provides a comprehensive array of predefined reports collected into dashboards. Each included report is tailored for its particular purpose, and provides a multi-dimensional view with filter and drill-down capabilities. In addition, users are able to create their own reports through intuitive report-creating features. OSIX provides real-time analysis and thorough troubleshooting to find the root cause of the problem. Every segment of the call is correlated to provide a true end-to-end view of the transaction. In addition to the multi-leg call trace application, a vast range of applications exists for data capture, protocol analysis, analysis of historical data, and much more.

Why Polystar?

Polystar is a privately held company with 26 years of experience in the telecom industry, all of which have been profitable. We believe that this is partly due to the way we are owned. Free from the constraints of quarterly financial objectives set by the requirements of shareholders, Polystar can look long-term and develop relationships and solutions for tomorrow, not just today—which in turn keeps us profitable. Furthermore, our profitability helps us stay at the leading edge of technology. Rather than just being another player in the field, Polystar can be at the forefront of design and innovation, and remain a leader in its niche.



The information from the IMS network is collected in real time from probes, creating both transaction-based call-flow information as well as xDRs.

Via processing and storage servers, the information is digested and presented in predefined Jupiter dashboards according to the customer's KPIs.