

Tier-1 North American Operator



REDUCE TIME TO IDENTIFY ROOT CAUSE
FOR DATA SERVICES

CHALLENGES

- ⊞ Improve customer service and provide best-in-class mobile data services
- ⊞ 90% of all devices are Smartphones
- ⊞ Highly complex network architecture with RAN sharing, multiple vendors of RAN and Core network infrastructure, highly distributed network design

A Tier-1 North American mobile provider with over 25 million subscribers has reduced the time to identify root cause for data services by four.

"We have tested and validated a large number of probe solutions from different vendors. However, none of the solutions were able to provide the same functionality as the Polystar system. In particular, most systems seem to have a problem handling long data sessions in a workable way. In addition, the Polystar system comes with a very simple and intuitive user interface (that still allows for complex queries and filtering), which drastically reduces the time to identify root causes."

To maintain its position as the leading operator, the provider's focus has been to provide best-in-class network and service quality together with improved customer care service.

The goals of providing superior network and service quality and improving customer care should be achieved despite the fact that the operator has a very complex network architecture with:

- ⊞ RAN sharing
- ⊞ Multiple RAN and core vendors
- ⊞ Multiple data technologies 2G/3G/4G
- ⊞ Widely distributed network in a large country
- ⊞ Using leading-edge technologies

As more than 90% of all devices are Smartphones, it becomes critical to have a monitoring and troubleshooting system specialised in mobile data.

Furthermore, this system must be designed to handle the characteristics of subscriber and network behaviour as well as the complex network architecture.

As an example, the data volume per individual subscriber has increased significantly and data sessions may be active for several weeks or months.

SOLUTION

- ⊞ Polystar's passive probe system OSIX
- ⊞ Vendor independent real-time capturing and monitoring
- ⊞ Integrate into complex network environments
- ⊞ Capture, encode and store all data transactions in the network

“Previously we had to have the users reboot their phones in order to perform traces. With the MDM functionality in the OSIX system this is not necessary, and the time to identify root cause has been reduced significantly.”

The operator is using the OSIX passive probe system, which captures, encodes and stores all data transactions in the network, in real time.

The OSIX system is independent of network vendor, which makes it ideal to be integrated into complex network environments.

In order to resolve mobile data-related issues, it is not feasible to wait for the session to be closed (as the data session may be open for several months). With the OSIX

MDM (Mobile Data Monitoring) capability, it is possible to track, monitor and troubleshoot long sessions that are still active. The system keeps track of the session state for an unlimited time, and data/information about the session (including user plane) can be displayed within seconds.

ABOUT POLYSTAR

Polystar enables Communications Service Providers to achieve excellence in CEM, Big Data Analytics, Service Assurance, Network Monitoring and high performance testing. We help operators to simplify their CEM strategies and provide a seamless customer experience across multiple touch-points. Polystar's real-time network and customer insights uncover a goldmine of data, which yields indispensable analytics to CSPs. Polystar is recognised as one of the fastest-growing companies in Sweden. Since Polystar's foundation in Stockholm in 1983, we have experienced continuous and sustainable growth, and evolved to a global presence, serving our customers in over 50 countries.

For more information, please visit www.polystar.com

BENEFITS

- ⊞ Instant access to relevant information on data sessions
- ⊞ Provide real-time data on completed and ongoing sessions
- ⊞ Reduced time to identify root cause for data sessions by four
- ⊞ Track, monitor, troubleshoot sessions for an unlimited period of time