



CORPORATE OVERVIEW



RADCOM: AN OPERATOR'S EYES INTO THE NETWORK

Operators need to manage their networks according to customer experience priorities.

RADCOM's solution monitors all the packets that transverse the network and enables operators to:

- Understand the customer experience
- Automatically detect all network problems and prioritize the customer-affecting issues
- Troubleshoot problems at a per-subscriber level directly from the customer experience view
- Monitor only what is needed when needed

RADCOM's solutions use:

- Cutting-edge, cloud technology
- Embedded machine learning and AI

RADCOM's solution is the most advanced virtualized portfolio for large scale telecom operators.

RADCOM was first to invest and transition to a virtualized assurance solution and is still ahead of the competition due to real operator experience.

RADCOM offers a disruptive, risk-free and predictable commercial model.

“ Assurance systems provide the visibility into the network and the services delivered over the network, which are key ingredients to develop an end to end view of the customer experience. ”



KNOW YOUR CUSTOMER EXPERIENCE

Understand the customer experience

- End to end service quality
- Individual subscriber experience
- Usage analysis: Gaming, messaging, video analytics

Troubleshoot service performance

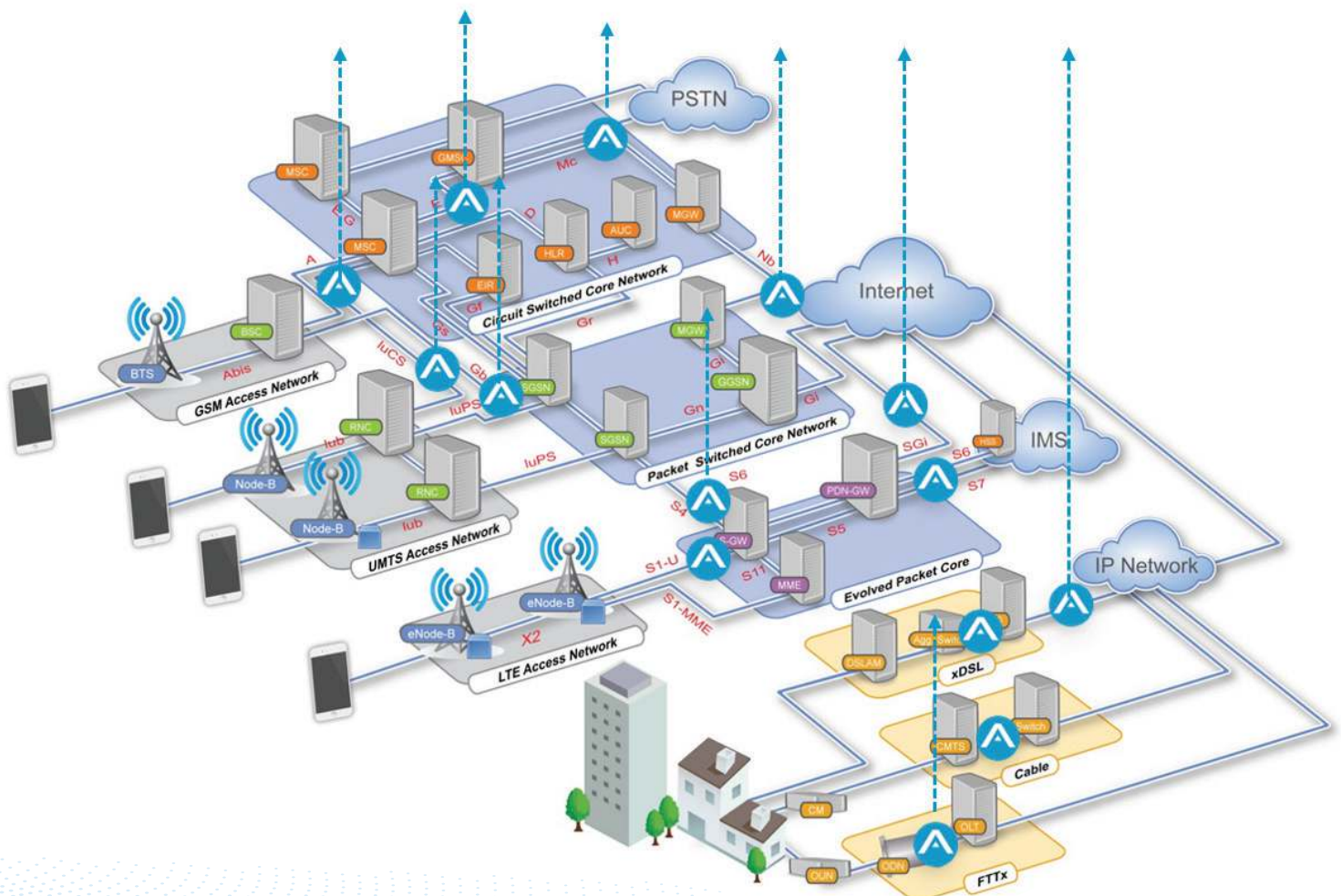
- Prioritize customer-affecting performance issues
- Drill down from service overview to packet level
- Rapidly troubleshoot performance issues

Business Intelligence

Big Data Analytics

Real-time Processing

Data Acquisition



RADCOM: USE CASES (EXAMPLES)

Customer Care



Present detailed subscriber information to customer care reps providing critical frontline customer support

VIP Customer Assurance



Smartly monitor and resolve service degradations for VIP customer groups

Video Streaming Assurance



Ensure video streaming quality for services such as Amazon Prime, Netflix, YouTube, and others

Mobile Hotspot Assurance



Identify and understand service quality for customers connecting other devices through a mobile hotspot

RADCOM: USE CASES (EXAMPLES)

Service Operations Center (SOC)



Enable an end-to-end service quality understanding and prioritize customer-affecting service degradations

Mobility Assurance



Smartly optimize and monetize the customers' mobile experience while traveling (car and train)

IoT Service Assurance



Intelligently monitor revenue-generating IoT services offered to enterprise customers

Roaming Assurance



Understand and optimize revenue-generating roaming services for inbound and outbound customers

ABOUT RADCOM

Overview

Founded: 1991

>25 years telecom experience

Publicly traded on NASDAQ (RDCM) since 1997

250 employees globally



Select Customers



CUSTOMER TESTIMONIALS

“ We selected RADCOM because of its functional strengths, especially in virtualization, scalability, performance and efficiency. ”

Susan A. Johnson
Senior Vice President AT&T Global Supply



“ RADCOM will enable Globe to smoothly and reliably transition to NFV, while assuring customer experience is transparent and guaranteeing quality of service. ”

James Lim,
Globe Vice President for Network Technology Group



“ Rakuten aims to revolutionize the way a mobile network is operated by focusing on the customer... RADCOM's unique solution enables this on a highly dynamic, fully virtualized network. ”

Tareq Amin,
Chief Technology Officer,
Rakuten Mobile



Integrated with leading industry initiatives



HPE OpenNFV Partner Program



Intel Network Builders Program



VMware Technology Alliance Partner



Amdocs Network Cloud Service



Red Hat ISV Advanced Partner



OpenSource MANO



Nokia CloudBand



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