

Enterprise and IoT Analytics



Built around the Mobility Experience Platform, this solution utilizes existing datasets from the mobile network – both core and RAN – along with additional datasets. Sophisticated algorithms transform raw data into experience scores across multiple KPIs and proprietary key quality indicators. The affiliated IMSIs of the account are benchmarked in comparison to the overall subscriber base across various dimensions, such as locations, handsets, cells, and more. The result is a unique set of interactive reports that show the entire enterprise experience, linking it to network improvement opportunities.



Proactively resolve issues

Enterprise account managers can use the solution dashboards to identify the top priority account issues through the national account dashboard, in which the data will already have prioritized any technical tasks from the perspective of both account importance and the severity of the problem.

Along with a display of trending usage and glitch patterns, this is a crucial capability in reducing account churn risks. If these problems have already been logged and tickets opened by the customer then these dashboards will allow quick identification of the problem and its impact on the account.

Rich set of KPI/KQIs

Drawing upon the variety of the input datasets, the Enterprise & IoT Analytics solution provides business teams with a problem description. This description comes in the form of Key Performance Indicators (KPIs) and Key Quality Indicators (KQIs) that is simple to identify and communicate and relatable to network teams. The KPIs and KQIs include quality indications, technology leakage (downgrades), voice and data experiences, and many more indicators, covering all network technologies, including 5G.

VIP care for top accounts

The solution also supports views of individual experiences by looking at individual communication events. The operator team can create a VIP list within strategic accounts and proactively track its members' experience.

Handset analytics

Comparing user experience across various device models is another significant solution capability. It allows support functions to distinguish between a network issue and a handset one.

For example, a mobility company may be equipped with a modem type that will not allow the car and its passengers to use the most advanced network technologies and services.

Another example may be specific handsets prone to high data disconnection rates in a work facility. In both examples, Enterprise and IoT Analytics quickly identify the problem, which triggers a handset-network compatibility investigation and, if necessary, leads to the supply of an alternative device.



Mobility Experience Analytics

Enterprise and IoT Analytics is one of the solutions offered within the RADCOM Mobility Experience Analytics Suite.

Output datasets & insights

- Road connectivity
- Commute insights

Network insights

Device performance

IMSI experience profile



Journey Analytics



Virtual Drive Test



Network Mobility Optimization



Enterprise & IoT Analytics



Subscriber Mobility Experience

Benefits:

- Complete account visibility: national account status and priority snapshot
- Trend change alerts for proactive measures and fast support and resolution
- Holistic account SLA status and experience views
- Multiple experience analytics dimensions: cells, devices, network services, routes and locations, executives and individuals

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RADCOM (Nasdaq: RDCM) delivers real-time network analysis, troubleshooting, and AI-driven insights to ensure a superior customer experience. Utilizing cutting-edge technologies for over 30 years, we are the operators' eyes into their network, supporting them as they transition to new network technologies such as the cloud and 5G. Delivering dynamic service assurance for an accelerated digital transformation.

We offer the most advanced 5G portfolio for large-scale networks, providing operators with an innovative, efficient, and on-demand approach to network monitoring that meets the challenges of assuring the customer experience in the 5G era. Our leading solution, RADCOM ACE, is explicitly designed for telecom operators, delivering Automated, Containerized, and End-to-end network visibility.

We enable operators to seamlessly manage and optimize their network operations using our innovative technology.

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