



RADCOM: automated assurance



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RADCOM: strategy overview

RADCOM provides cloud-native automated assurance solutions that can integrate with leading network orchestrators and cloud-native application orchestrators such as Kubernetes.

RADCOM has a container-based solution offering an integrated solution portfolio that eases communications service providers' (CSPs') transitions to the cloud and drives network automation. These solutions use AI and ML technologies to provide automated insights and give CSPs a view of the entire customer experience to ensure service quality. These solutions also allow CSPs to troubleshoot network performance at both a high and granular level, reducing costs and optimising resources.

RADCOM targets Tier 1 CSPs for 5G and virtualised networks. It won a large contract with Rakuten Mobile, related to monitoring its end-to-end network which was extended in 2024 to include advanced AI-powered analytics for anomaly detection and automated root cause analysis. RADCOM also secured a new contract with a North American CSP in 2023, for both 4G and 5G networks.

RADCOM offers its RADCOM ACE solution through partnerships with leading cloud providers¹ empowering CSPs to seamlessly deploy the solution as a SaaS on these platforms.

In 2023, RADCOM acquired Continual, which integrated with RADCOM ACE and provides CSPs with geolocation and mobility experience analytics capabilities.

Figure 1: Key data

| | |
|--|--|
| Company details | <ul style="list-style-type: none"> ▪ Founded in 1991 ▪ Headquartered in Tel Aviv, Israel ▪ North America headquarters are in Paramus, NJ |
| Revenue | USD51.6 million (2023); +12.0% year on year |
| Key customers | <ul style="list-style-type: none"> ▪ AT&T ▪ DISH ▪ Globe ▪ KPN ▪ Rakuten Mobile ▪ Rakuten Symphony ▪ Telefónica ▪ Vodafone ▪ WindTre |
| Partnerships | <ul style="list-style-type: none"> ▪ Amdocs ▪ AWS ▪ Intel ▪ Google ▪ Microsoft ▪ Nokia ▪ Rakuten Symphony ▪ VMware ▪ Member of the TM Forum |
| Professional services, products and solutions | RADCOM ACE (RADCOM Service Assurance, RADCOM Network Insights, RADCOM VIA Network Visibility, RADCOM AIM (AI-Module), RADCOM MEA and RADCOM NetTalk) and RADCOM Network Data Analytics Function (NWDAF) |

Source: Analysys Mason

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RADCOM: analysis

RADCOM provides cloud-native, container-based network intelligence and service assurance solutions for CSPs that are transitioning to 5G.

RADCOM ACE is a fully automated platform that provides multiple solutions for CSPs, including automated assurance, data insights through advanced AI/ML capabilities, advanced troubleshooting and revenue generation. Its built-in AI/ML capabilities provide automated insights aiming to improve service quality and network automation. The platform provides containerised, stateless, cloud-agnostic solutions for dynamic automated assurance. It enables visibility into 5G non-standalone and standalone networks by monitoring multiple data sources. RADCOM ACE has been optimised for multi-access edge computing (MEC) and supports control/user plane separation (CUPS) correlation (using RADCOM's patented solution), providing CSPs with complete network visibility and troubleshooting capabilities for edge site deployments. The platform is controlled by Kubernetes and can deploy, manage, and automate the end-to-end scalable solution to offer dynamic assurance, SOC and customer experience management coverage for the transition to 5G and the cloud.

RADCOM launched NetTalk, a suite of generative AI (GenAI) applications for the RADCOM ACE platform. NetTalk offers features like reason-based analysis, natural language visualisations, and an AI-powered network expert assistant.

Figure 2: Key strengths and weaknesses

| Strength | Description |
|----------------------|--|
| AI/ML capabilities | RADCOM has integrated AI and ML capabilities into its solutions, which enables automated root-cause analysis, early warning detection and anomaly detection to drive automation |
| 5G focused portfolio | RADCOM offers an advanced 5G network intelligence portfolio (automated assurance and NWDAF), which also gives it a head start in developing the next-generation of service assurance functionality. |
| Weakness | Description |
| Competition | RADCOM faces competition from established players as well as new entrants because the softwarisation and virtualisation of solutions lowers the barriers for market entry. |
| Customer base | RADCOM is dependent on a limited number of significant customers. As such, the loss of a customer or a significant reduction in the amount of business from a customer could adversely affect its financial conditions. RADCOM should look to use its success with leading CSPs to engage more widely. |

Source: Analysys Mason

About the author



Dennisa Nichiforov (Senior Analyst) leads Analysys Mason's *Automated Assurance* research programme, which is part of the *Applications* practice. Her research focuses on the impact of emerging technologies (such as network function virtualisation (NFV), software-defined networking (SDN), cloud, 5G and IoT) on service assurance, the new demands around extreme automation and the opportunities and threats for the vendor ecosystem. Dennisa has 10 years of experience in the telecoms sector. Her areas of expertise include mobile network technologies and trends, spectrum licensing and awards and the evolution of policies and regulations around spectrum.

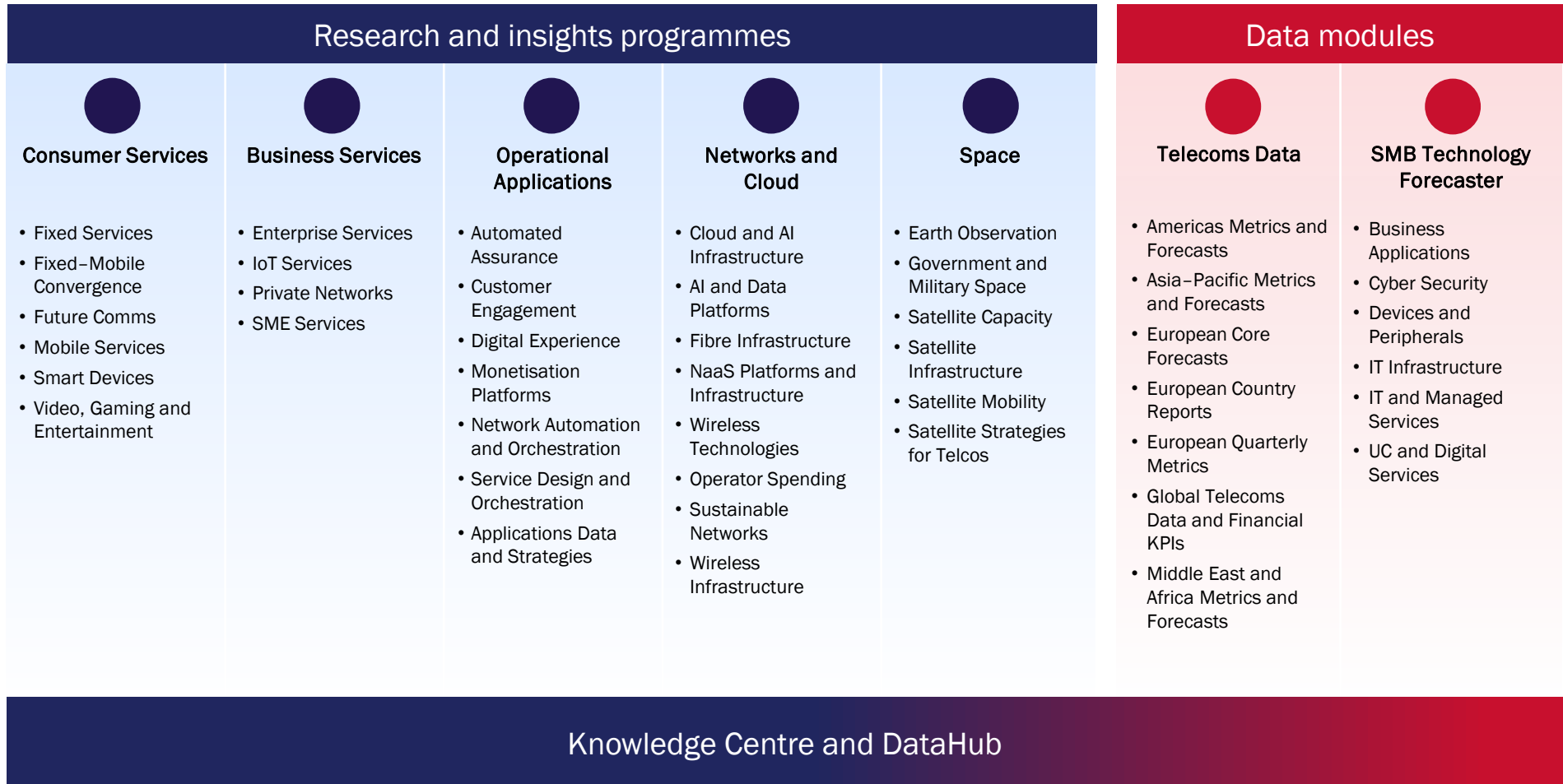
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We help clients navigate complex transformation journeys and make and act on the decisions that steer their progress and connect our world.

We have been at the forefront of pivotal moments that have shaped the technology, media and telecoms industry for four decades, from guiding government agencies to forge the path for mass connectivity, to defining the strategies for companies exploring the opportunities of space and satellites.

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Our research and insights put clients at the forefront of change



We support clients with decision-making and complex change journeys



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