



Device analytics is crucial for optimizing network performance, enhancing user experience, and supporting data-driven business strategies.

Using artificial intelligence and machine learning RADCOM Device Analytics provides insights into user behavior and KPIs segmented according to different criteria. The solution offers the following:

- **Network Optimization:** Identify and resolves congestion, weak signals, or frequent call drops, ensuring smooth transition to new technologies
- **Quality of Service:** Track device-specific performance to meet QoS standards and quickly prevents degradations
- **Customer Experience:** Optimize services based on device usage patterns
- **Device Compatibility:** Address compatibility issues with specific device models, and analyzes the data by device model, manufacturer, OS, and technology
- **Traffic & Resource Management:** Analyze traffic to allocate resources efficiently and prevent congestion from network-wide to single packet-level
- **Security & Fraud Detection:** Detect unusual device behavior, or data hogs and prevent unauthorized access
- **5G Optimization:** Identify and promote 5G-capable devices and offer advanced 5G troubleshooting.
- **Post-OS Upgrades:** Prevent issues after device OS updates
- **Business Strategy:** Tailor marketing campaigns and services using device-specific data
- **Billing & Revenue:** Ensure accurate billing based on device usage

Benefits

- Enhances customer experience with tailored, device-specific services
- Troubleshoots and optimizes network performance and provides smooth transitions to new technologies like 5G
- Supports security & compliance to telecom regulations and detects fraud
- Informs business strategy, offering key insights for upselling, marketing, and resource planning.

| Start Time | Client Name | Model/Device Type | Manufacturer | Marketing Name | WiFi Supported | VoP | 5G 3G | Plan | Client Latency | Home Access Latency | Client Latency - Home Access Latency |
|------------------------|-------------|---------------------|----------------|----------------------|----------------|------|-------|------|----------------|---------------------|--------------------------------------|
| 11/10/2022 12:00:00 AM | argel_pjg30 | NOT KNOWN | Xiaomi Redmi | Xiaomi 11 Lite 5G NE | 5 | WiFi | 5G | 500M | 24.36 | 80.38 ms | 56.02 ms |
| 11/10/2022 12:00:00 AM | bernard_kag | Huawei Technologies | Huawei Chengde | HUAWEI | 5 | WiFi | 5G | 500M | 8.78 | 59.63 ms | 50.85 ms |
| 11/10/2022 12:00:00 AM | bernard_kag | Huawei Technologies | Xiaomi Redmi | POCO F3 | 5 | WiFi | 5G | 500M | 8.78 | 59.63 ms | 50.85 ms |
| 11/10/2022 12:00:00 AM | bernard_kag | Huawei Technologies | Guangdong Op. | OPPO F3 | 5 | WiFi | 5G | 500M | 8.78 | 59.63 ms | 50.85 ms |
| 11/10/2022 12:00:00 AM | bernard_kag | Huawei Technologies | Guangdong Op. | OPPO F3 | 5 | WiFi | 5G | 500M | 8.78 | 59.63 ms | 50.85 ms |
| 11/10/2022 12:00:00 AM | argel_pjg30 | NOT KNOWN | Xiaomi Redmi | Xiaomi 11T | 5 | WiFi | 5G | 500M | 3.88 | 44.58 ms | 40.70 ms |
| 11/10/2022 12:00:00 AM | argel_pjg30 | NOT KNOWN | Xiaomi Redmi | Xiaomi 11 Lite 5G NE | 5 | WiFi | 5G | 500M | 3.88 | 44.58 ms | 40.70 ms |
| 11/10/2022 12:00:00 AM | bernard_mai | NOT KNOWN | Xiaomi Redmi | POCO K3 5G | 5 | WiFi | 5G | 500M | 12.89 | 56.53 ms | 43.64 ms |
| 11/10/2022 12:00:00 AM | bernard_mai | NOT KNOWN | Xiaomi Redmi | Xiaomi 11 Lite 5G NE | 5 | WiFi | 5G | 500M | 12.89 | 56.53 ms | 43.64 ms |
| 11/10/2022 12:00:00 AM | bernard_mai | NOT KNOWN | Xiaomi Redmi | POCO F3 | 5 | WiFi | 5G | 500M | 12.89 | 56.53 ms | 43.64 ms |
| 11/10/2022 12:00:00 AM | bernard_mai | NOT KNOWN | Xiaomi Redmi | Xiaomi 11T | 5 | WiFi | 5G | 500M | 12.89 | 56.53 ms | 43.64 ms |
| 11/10/2022 12:00:00 AM | bernard_mai | NOT KNOWN | Xiaomi Redmi | Xiaomi 11T Pro | 5 | WiFi | 5G | 500M | 12.89 | 56.53 ms | 43.64 ms |
| 11/10/2022 12:00:00 AM | bernard_mai | NOT KNOWN | Guangdong Op. | OPPO F3 | 5 | WiFi | 5G | 500M | 12.89 | 56.53 ms | 43.64 ms |
| 11/10/2022 12:00:00 AM | bernard_mai | NOT KNOWN | Huawei Chengde | HUAWEI | 5 | WiFi | 5G | 500M | 12.89 | 56.53 ms | 43.64 ms |

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 provide dynamic service assurance through the following solutions, including: RADCOM Customer Experience, RADCOM Network Performance, RADCOM Operational Efficiencies, RADCOM Network Troubleshooting, RADCOM Revenue Generation, RADCOM Service Quality and RADCOM Network Tapping.

For more information visit: <https://radcom.com/>