RADCOM Packet Analysis

Telecom operators must attain service-level awareness and understand the customer experience from the subscribers' perspective, in order to offer the highest quality customer experience. RADCOM Packet Analysis (PAM), part of the RADCOM Network Discovery suite, is a packet and protocol analyzer used to view any packet flowing through the network for any selected subscriber or time. It can produce a full user-plane packet capture (PCAP) trace that is perfect for drive testing new technology rollouts and in-depth troubleshooting. RADCOM Packet Analysis monitors traffic at all levels, both call/session-related and non-call/session-related, as well as online or historical data, with all protocols displayed in a single view.

RADCOM Packet Analysis extracts precise data from the source by smartly capturing filtered raw packets. It uses in-depth and flexible protocol analysis on the raw data level. RADCOM Packet Analysis covers any protocol and traffic type and troubleshoots network elements at the protocol's function, reference point, or interface level. The solution is cloud-based, running on Windows, UNIX, or Linux, supporting multiple users, with adherence to security and user content privacy.

Benefits:

- Delivers non-intrusive and objective multi-vendor packet analysis
- Identifies and resolves protocol issues in a complex multi-technology environment
- Offers real-time and historical insights into the network at the packet level
- Delivers customized visibility across any network protocols and any core domain
- Provides an API to 3rd party tools of CSP or/and network equipment vendors tools
- Integrates with AI/ML to save engineering resources while reducing time to resolution
- Enables complete customization of the dashboards and interface
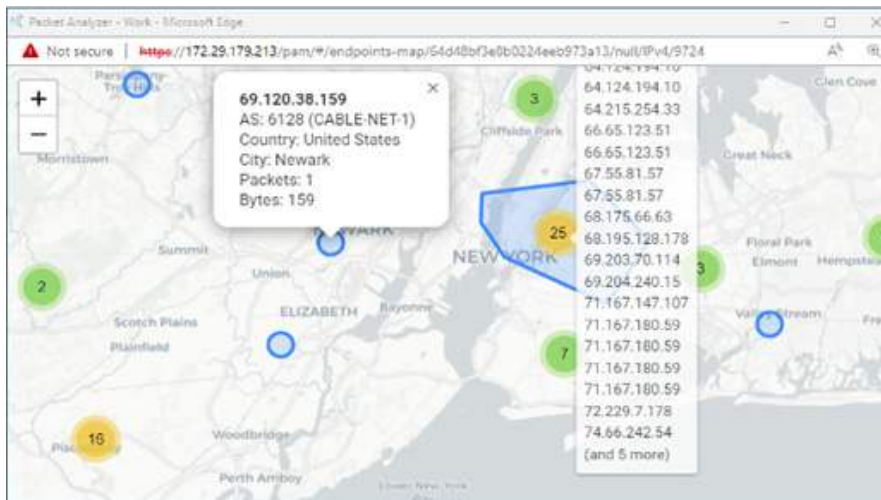- Encourages teamwork with its cloud-based sharing and collaboration tools

Figure 1 - Displaying endpoint data with geo-location data on a map view

RADCOM Packet Analysis is part of RADCOM Network Discovery suite. Other applications include:

- **RADCOM Network Analysis (NAM) –** Enables operators to monitor KPI trends and troubleshoot multi-network environments
- **RADCOM Session Analysis (SAM) –** Offers an end-to-end correlated view of subscriber or network sessions for root cause analysis and fast resolution
- **RADCOM Release Cause Distribution (RCD) -** Analyzes unsuccessful network events with anomaly detection and root cause analysis