RADCOM Device Analytics

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 segemented 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 hoggers 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

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/