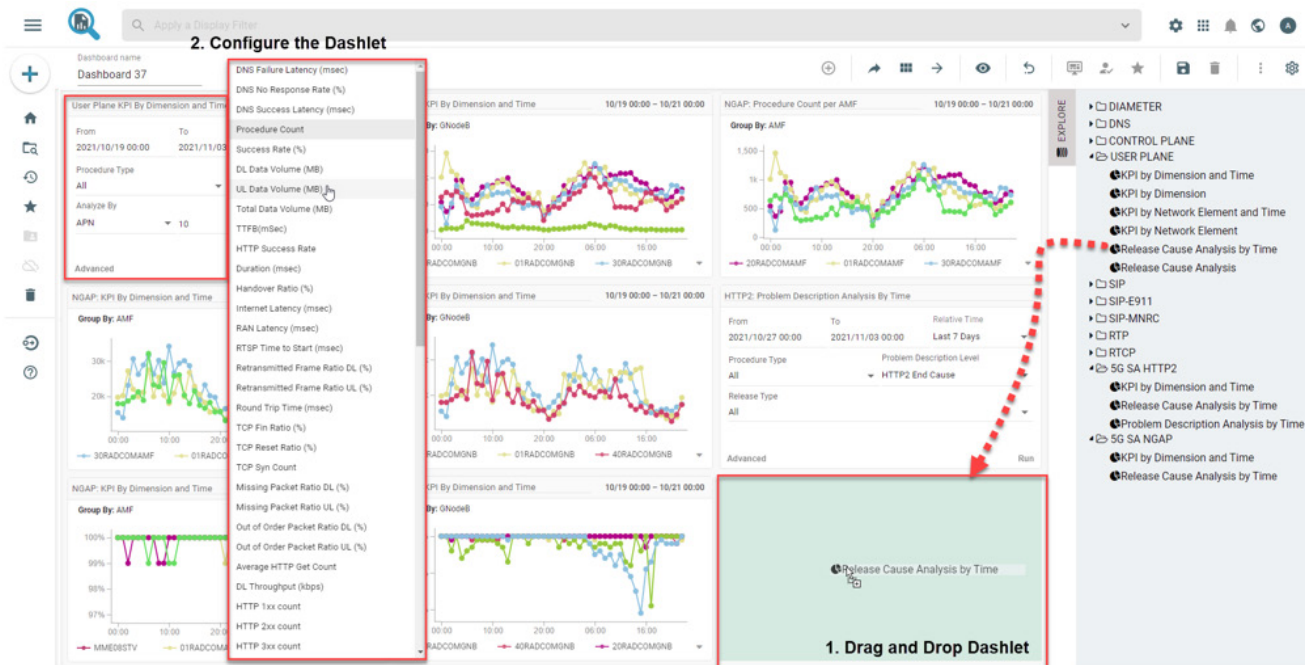


A key driver to customer retention amongst telecom operators is customer satisfaction, with research indicating more than 40% prioritize quality, speed and other service-related aspects. RADCOM VIP Monitoring enables operators to offer premium services and proactively monitor service quality for VIP customers, including individuals, groups, corporations and more.

The solution offers an understanding of all the connections between the subscribers and the services and applications. It enables operators to constantly observe the quality of experience (QoE), preventing degradations before they impact VIP customers. Operators can also run specific alerts according to a predefined set of users and KPIs per subscriber and network. RADCOM VIP Monitoring captures user and control plane traffic to provide a complete picture of the subscribers' interactions with the network.

Benefits:

- Boost service quality across all VIP and premium services
- Proactively prevent SLA degradations
- Save engineering resources by using AI/ML-based anomaly detection
- Deliver insights to multiple stakeholders to ensure VIP service quality
- Prioritize issues by seeing impacted subscribers
- Monitor VIP trends for sales and marketing
- Drill down to discover the root causes of any deterioration for detailed analysis



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/>