

CASE STUDY

Pioneering Change

How RADCOM transitioned a Tier one operator to a cloud-native network



Overview

About the Operator

- Tier-one operator in North America
- Millions of subscribers
- Hundreds of network engineers
- Nationwide deployment across multiple regions

Objectives

- Modernize and virtualize the network
- Move away from traditional, hardware-based solutions
- Deploy a more flexible, scalable software-driven approach

The Business Need

A tier-one operator with a legacy environment required a network that could be easily scaled, upgraded, and managed to support modern technological needs, including cloud services, big data, and IoT.

The operator wanted to achieve:



Cost efficiency



Flexibility and agility



Speed of new services



Improved customer experience



Automation

RADCOM helped transition the operator's network infrastructure, replacing an incumbent, and trailblazed the transformation to software-based virtualized network. All this occurred while ensuring the continuous delivery of top-quality services to the operator's millions of subscribers.

The operator selected RADCOM due to its superior technology, innovation, flexibility, and future-ready vision and roadmap.

This transformation helped the operator save tens of millions of dollars in annual savings.

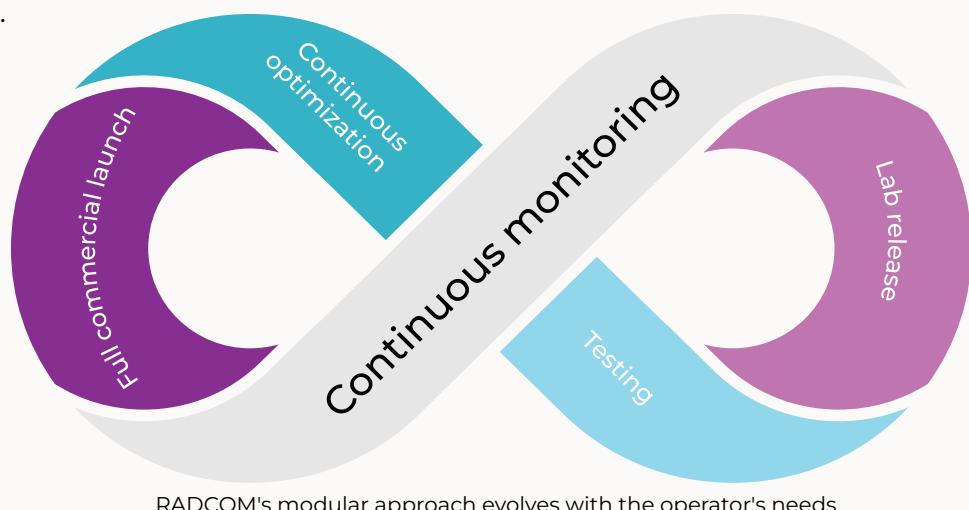
RADCOM's Approach

RADCOM's solution is completely virtualized and vendor and cloud-agnostic, allowing it to be seamlessly deployed in multiple network environments. RADCOM worked closely with the operator in developing capabilities and features to help the smooth transition to software-based assurance, without disrupting the customer experience.

Providing ultimate versatility and support, RADCOM demonstrated the anticipated cost efficiencies, flexibility, and agility. Scalability and automation were also critical. RADCOM offered unlimited horizontal scaling for network visibility and probing. This enabled the operator to monitor network functions and performance regardless of the load. Through tight integration with the operator's orchestrator, RADCOM automated assurance through dynamic instantiation of solution components, including network tapping, and the required network dependencies. instantiation of its solution and dependencies, including cloud infrastructure and network tapping.

Implementation

RADCOM's intelligent assurance solutions were implemented for both monitoring and troubleshooting in both the lab and production. RADCOM's replacement methodology is to plan ahead of the roll-out, running in parallel with other implementation aspects including testing a feature or service prior to launch. RADCOM's assurance solution operated alongside the legacy vendor's system, ingesting data to deliver a unified view of the network until the operator was ready to fully replace its legacy assurance solution. This enabled the operator to maximize ROI from its legacy solution while gaining comprehensive network insights and retiring the legacy system at its own pace.



Trajectory

Leveraging RADCOM's innovative, flexible, and modular approach, the solution evolved with the operator's needs. Starting with a simple architecture, it evolved into a large-scale solution that covers multiple networks and services. The solution started as a simple probe and backend architecture and evolved into a national and regional expandable setup with geo-redundancy. The operator increased its services to include mobility, IMS, and mission-critical services, among others.

The modularity of the solution also meant that RADCOM could seamlessly offer value in multiple probe environments, such as:



OpenStack



VMware

CloudBand
(Nokia)

Kubernetes

Outcome

75%
TCO reduction

RADCOM delivered a significant total cost of reduction **while incorporating new capabilities** and features into the operator's assurance solution, including selective data retention, improved performance, slicing, efficient data representation, deduplication, and automation, among others. The project's success strengthened the partnership, with the tier one operator continuing to work with RADCOM to advance toward a full-scale cloud native network rollout.

RADCOM provided the operator with:

True
partnershipBetter
performanceImproved
capabilitiesEnhanced
agilityConsolidated
savings

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/>