From Complexity to Clarity
Achieving Next-Gen Assurance and Measurable Cost Reduction

RADCOM

Overview

About the Operator

- Tier-one operator in Europe
- Over 5 million subscribers
- 94,000 radio sites nationwide and international roaming
- 50% of the subscriber base uses IoT services

Objectives

- Introduce a new mobile core network, offering immediate 5G NSA services
- Provide a holistic solution
- An intuitive design for all skill-set levels

The Business Need

A tier-one operator was looking for an advanced service assurance vendor to help introduce a new mobile core network. The operator wanted to offer 5G non-standalone (NSA) services immediately with the possibility of moving to 5G standalone (SA) in a year or two.

There was a clear need for a vendor-agnostic, open solution that provided a unified, end-to-end platform, delivering both a comprehensive macro-level view of the network and the ability to drill down into granular, micro-level insights of the customers' quality of experience within a single suite.

Importantly, the operator sought a true partner, not just a vendor, who could collaborate closely, understand their unique needs, and deliver a tailored approach to meet their specific requirements.

RADCOM was selected to replace the incumbent with a more streamlined intuitive solution that could support users across all levels of expertise, while providing effortless scalability, seamless upgrades and easy to manage services.

RADCOM delivered clear visibility into network behavior and usage trends, including encrypted traffic, enabling rapid and effective issue resolution.

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The operator wanted to achieve:

Unified visibility

Automation

Speed of new services

Cost efficiency

Flexibility and agility

Improved customer experience

Key Challenges

In addition to managing legacy networks, the operator serves a subscriber base where nearly half rely on IoT-enabled devices such as gas and water meters, smart elevators, alarm systems, and mobile units in vehicle fleets. To effectively monitor and manage this complex environment, the operator required a solution capable of ingesting diverse external data from across the network and consolidating it into a single, unified view.

An additional challenge the operator faced was deciphering network data on a shared radio access network (RAN), which they shared with other European operators. A shared RAN allows multiple operators to share network infrastructure and resources to lower costs, enhance coverage, and speed up deployment. This sharing can include active components such as base stations and controllers, as well as passive elements like towers, antennas, and power supplies. The operator needed an assurance solution capable of separating its customers from those of other operators while providing deep, actionable analytics.

The operator sought a true partner, not just a vendor, who could collaborate closely, understand their unique needs, and deliver a tailored approach to meet their specific requirements.

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RADCOM's Approach

The operator selected RADCOM over the incumbent assurance vendor due to its superior technology, innovation and future proof vision and roadmap. RADCOM offered the operator an end-to-end, optimized architecture solution, that is software and vendor-agnostic allowing multiple platforms to work together, which was a key selling point which meant the operator did not need to replace its existing OSS/BSS systems.

Partnership Model

The operator was seeking a strategic partner, not just a vendor, capable of working collaboratively to co-innovate and tailor solutions to their specific operational needs. RADCOM demonstrated a strong commitment to this joint vision, supporting the transition from fragmented, siloed systems to a more centralized and open network architecture. Through close partnership and domain expertise, RADCOM played a pivotal role in driving network unification and accelerating operational transformation.

Assessment and planning

Parallel deployment with legacy

Unlimited horizontal scaling activated

Data ingestion and correlation

Gradual migration

Full transition with no disruption

Replacing legacy assurance with no disruptions
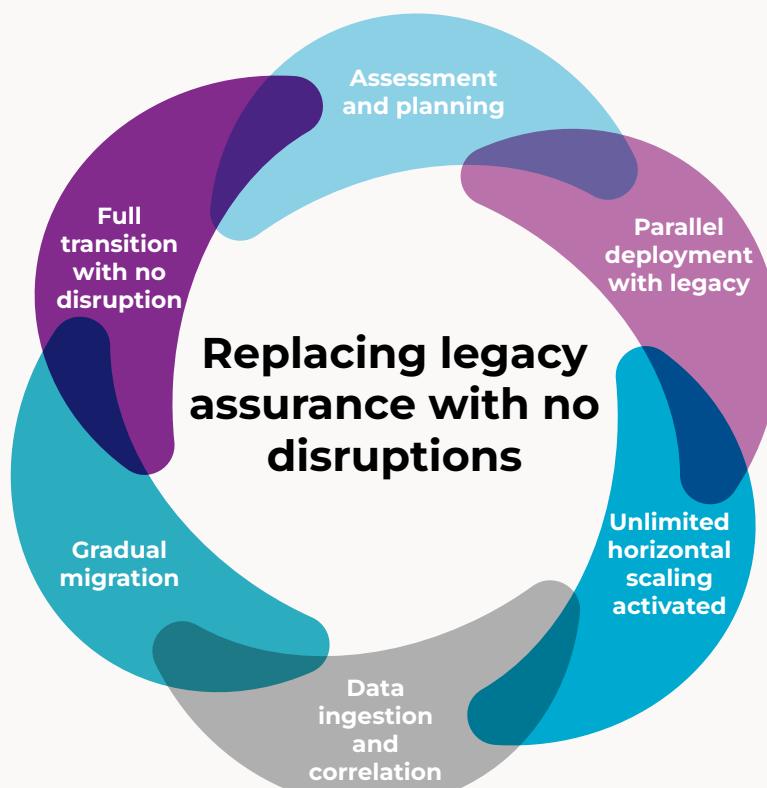
RADCOM offered a more streamlined, intuitive solution that could support users across all levels of expertise

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Plan Ahead

RADCOM's replacement methodology is to plan ahead of the roll-out, running in parallel with other implementation aspects. RADCOM deployed its solution which offered unlimited horizontal scaling for network visibility and probing. RADCOM provided the operator with ultimate versatility and support, demonstrating efficiencies, flexibility, and agility and enabling the operator to monitor network functions and performance regardless of the load.

RADCOM also offered the operator an optimized RAN architecture, with 100% user plane data, which separated their customers from those of other operators on the shared RAN and provided deeper insights into network and usage trends.

Fixed Pricing Model

RADCOM's flat-rate pricing model appealed to the operator by offering cost predictability and scalability. With a consistent fee structure, the operator can grow its networks without unexpected cost fluctuations. This commercial flexibility supports long-term planning and ensures alignment between business growth and operational expenditure.

Benefits of the Solution

Vendor Neutral, Multiple Environments

RADCOM's ACE is a vendor-neutral, cloud-agnostic platform, built to scale, as the operator's requirements evolve. The operator can increase services to include mobility, IMS, mission-critical services, and more, without having to replace existing technologies.

The modularity of the solution means that RADCOM can seamlessly offer value in multiple environments, such as:

| OpenStack | VMware | CloudBand (Nokia) | Kubernetes |
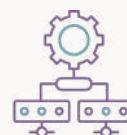
End-to-End View

RADCOM allows the operator to analyze all the network data from the core to the RAN to fully understand what is happening in real-time and drive closed-loop automation.

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AI-Native

RADCOM's ACE platform integrates artificial intelligence and machine learning (AI/ML), offering the operator proactive identification of problems and visibility into customer experiences across networks, services, and devices. With real-time, deep insights, for example, into quality-of-service issues or anomaly detection, RADCOM offered the operator a clear understanding of the network and usage trends, even with encrypted data, for quick and efficient resolution of problems.

Outcome

The operator chose RADCOM not just as a partner to support growth, but to help lay the foundation for transforming their network towards autonomous operations, integrating advanced analytics and streamlined processes – positioning them for sustained innovation and long-term success.

RADCOM enabled the operator to reduce the number of servers required, significantly reducing the data footprint and ensuring a significantly lower total cost of ownership.

All this while incorporating many technologies into the operator's network, resulting in annual savings of millions of dollars.

Unified, E2E approach

True partnership

Better performance

Improved capabilities

Enhanced agility

Consolidated 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/