

Application Note

360° Visibility on your Premium Subscribers' SLAs

VisionSLA is a product dedicated to subscriber experience management. It brings a monitoring tool that ensures the fulfillment of various Service Level Agreements (SLA) to Mobile Network Operators. SLAs are characteristics and target values to be reached.

Many of a mobile operator's high-value customers, such as VIPs and/or mobile fleets, have a specific SLA with the operator.

The end-goal is to ensure the best Quality-of-Experience possible.



Fleet Management dashboard in VisionSLA



VisionSLA

A pillar of the NITRO Mobile Platform:

A subscriber-centric platform focusing solely on improving the global subscriber satisfaction. With VisionROAM, VisionCARE and VisionSLA, NITRO Mobile offers a CEM portfolio that enables an Operator to handle its customer complaints, improve subscriber satisfaction including VIPs and fleets, follow closely Roaming partnerships and its revenues, detect potential fraudsters and much more.

VisionROAM is a powerful inbound and outbound roaming monitoring tool featuring quality and failure analysis dashboards accessible for technical and non-technical profiles. It monitors individual roamers as well as roaming partnerships, market share and your global roaming quality (GRQ).

VisionCARE offers 360° dashboard providing all the information needed from teams in charge of subscriber relationship ensuring a proactive and satisfaction-focused customer care, VisionCARE provides all information, from high level profile information to deep technical telecom issues experienced over a defined period.

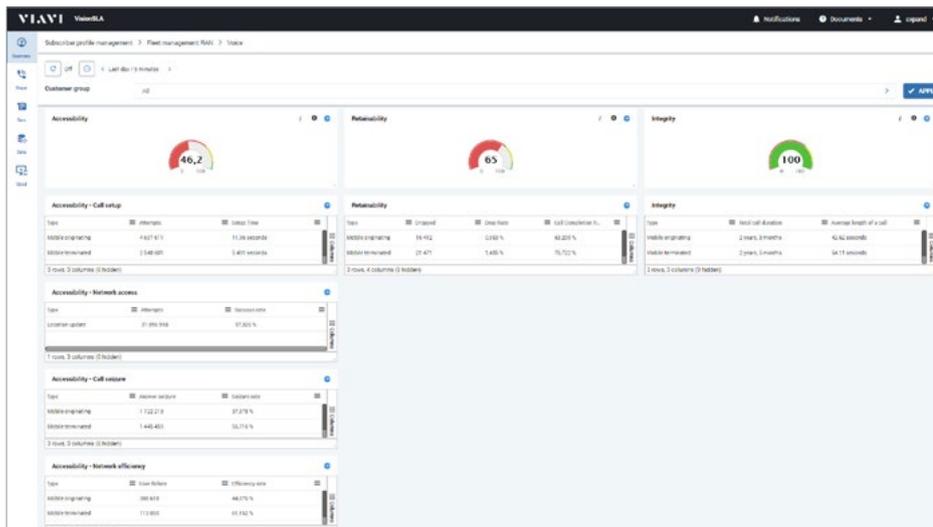
Customer Experience Management (CEM)

VisionSLA, while being a fleet management solution, is by default a powerful Customer Experience Management product. It has features such as:

- CEI framework: customer experience index measurements providing aggregated QoE measures for monitoring
- Subscriber group management per IMSIs
- Detailed service usage: Voice/SMS/USSD
- More specific features: fusion/correlation, NBI, SBI, Customer Value Records (CVR), affected IMSIs and more

Count & list of impacted subscribers

When dealing with CEM, a common issue for operators is to evaluate the count of subscribers impacted by an event in the network or having a specific service usage. The CEM platform enriches the experience measurements with the exact count and details of each affected subscriber allowing operators to take immediate and efficient corrective actions.



Service Quality Index of a specific Fleet in VisionSLA

Your all-in-one fleet management solution

Fleet management

VisionSLA offers a fleet management feature that focuses on groups of subscribers, which are usually high value and/or corporate accounts. VisionSLA measures the quality of service and quality of experience from the group down to an individual subscriber if necessary.

Service Quality Index

VisionSLA offers multiple counts of distinct active subscribers, especially for each service with a Service Experience Index (SEI). User can either view the metrics per subscriber or make a drill-down to a specific subscriber if necessary.

Specific use cases

Using KPIs per subscribers, user can define patterns to extract a list of subscribers matching this pattern. An example of use case is the "silent subscribers" detection, where a list of IMSIs is built that complies with the following pattern:

- "No-revenue" subscribers
- At least one Normal Location Update (NLU) has been detected during the past month
- Subscribers that did not receive or send any calls during the past month
- Subscribers that did not receive or send any SMS during the past month
- Subscribers that didn't use data services during the past month

Example of other use cases include fraudulent IMSIs detection, spam detection, and more.

Depending on the classification, VisionSLA can extract a list of IMSIs through the North Bound Interface (NBI) in order to be used by an operator's third-party application

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