



HIGHLIGHTS

- Real-time and 24x7x365 analysis of RAN data down to the subscriber level empowers RAN planning engineers, performance engineers, quality and customer service departments
- Monitoring live subscriber activity reduces reliance on costly and inefficient drive testing
- Relevant and timely visualization of geolocated performance safeguards network performance
- Line of sight to customer-affecting issues improves the customer experience
- System-wide heat maps aggregate call data for at-a-glance assessment of RAN performance and customer demand
- Layer 3 message viewer enables radio access protocol stack analysis for advanced troubleshooting
- OEM-vendor-agnostic approach ensures KPIs are reported consistently across the network
- Support for 2G, 3G, 4G, 5G and NB-IoT networks establishes a scalable network-wide solution

TrueCall

Real-time RAN Data Drives New Technologies, Improves Network Performance and Optimizes Customer Experience

Product Overview

TrueCall® is a software solution that provides real-time, 24x7x365 analysis of data originating in the radio access network (RAN). The data is enriched using TrueCall's advanced geolocation algorithm, and correlated with subscriber and device data. It enables complete insight into the true performance of the RAN by combining all critical dimensions of RAN operation in one place. TrueCall provides powerful data drill-down capabilities and a wide variety of performance views to provide value across an operator's organization. It generates data that is used by operators for RAN troubleshooting, optimization, quality, reporting and planning, as well as for subscriber and device analytics and to power new RAN products.

Product Capabilities

- Diagnose network and device problems in real-time
- Understand demand density and drill down to map usage
- Study traffic patterns, geolocate calls
- Minimize drive testing
- Inform network-investment decisions and launch new services
- Utilize rich data feed to enable SON and Big Data

Troubleshoot Problems and Optimize the RAN to Reduce Opex, Get More from CapEx

Diagnosing problems in the RAN is complex, complicated and time consuming and has a negative impact on operating expenses. With 70 percent of network problems originating in the RAN, performance, planning and operations teams need an intuitive tool that presents high-impact recommendations and rapidly guides them to a problem's root cause efficiently. TrueCall's interface and advanced drill-down capabilities reveals problems and converts each subscriber into a drive tester to create a rich set of data on which operators base vital decisions.

At a more granular level, TrueCall maps allow for logical investigation and in-depth analysis of vital KPIs. In addition to dashboard and map views, it generates predefined reports to automate the routine analysis of accessibility, retainability, quality and mobility KPIs.

Actionable Reports, Maps and Dashboards Enable RAN Reporting

TrueCall is a flexible and scalable tool with an intuitive user design and interface that uses automatic engineering data analysis used to highlight a wide range of network issues and potential resolutions used in reporting. System-wide heat maps aggregate call data for at-a-glance assessment and RAN-performance reporting.

Base RAN-Planning Decisions on Trusted Input and Predictive Algorithms

Operators looking for relief from the capacity challenge generated by smartphones and increasing data consumption can use TrueCall to better understand the precise location of RAN congestion, improve capacity planning decisions and determine the most beneficial areas for small-cell deployments while ensuring efficient use of capital. With powerful data filtering capabilities, it facilitates quick analysis for the most complex networks.

Network Analysis Down to the Subscriber and Device Levels

With TrueCall, users can evaluate and measure the customer experience against the performance of the network or a device, measure the impact of new devices on the network and evaluate how different devices are behaving. This level of granular intelligence provides a window into the network that empowers engineering, marketing, customer care and other groups. Engineers can analyze the experience of individual subscribers and address those issues that are affecting the most important users. They can also run performance comparisons between device makes and models across an entire network or a specific geographical region.

Power New RAN Products to Generate Revenue

Operators are faced with ever-increasing pressure to find new ways to generate revenue. TrueCall can help by powering new RAN products. With the trusted and reliable location session record data it creates, it can then feed multiple Hadoop data lakes and supports 50m query response time. TrueCall can also feed into data monetization platforms, translating into offers that target subscribers, as well as enterprise and government buyers looking to replace obsolete data-collection tools and package data into innovative and new go-to-market programs.

At the core of TrueCall is a geolocation engine that includes a multi-step algorithm to derive subscriber location based on the sector database and network measurements. The algorithm is weighted by a variety of factors in order to increase accuracy.

Independent and Efficient Data Collection

- Harvesting information directly from inherent element trace ports, NETSCOUT's RAN-based solutions combine data from multiple elements and vendors for use with TrueCall.
- A vendor-independent view of RAN performance across deployed access infrastructures ensures mobile operators can readily address a variety of scenarios.
- With NETSCOUT's consolidated RAN and Core solution, TrueCall benefits from enriched IMSI data for in-depth subscriber insights.

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