

GLOBAL ROAMING MONITORING

Detect and eliminate service issues to prevent bad customer experiences

Roaming revenue is still of high value for operators. Down going tariffs have resulted into a higher number of active roamers and roaming usage. Ensuring roaming quality remains an important task for operators

Nexus Roaming Monitoring solution provides real time monitoring of inbound and outbound roamers and helps to identify and resolve roaming issues before they have an impact on subscribers. This is a must, to avoid churn and protect roaming revenues. By supporting roaming analysis for all the different mobile technologies from 2G to 5G the Nexus solutions ensures to protect a good roaming experience for all subscribers.

Overall Statistics

The Nexus Roaming Monitoring solution provides overall statistics to investigate:

- › Connectivity to Roaming Partners
- › Country/Operator related Statistics
- › Registration Delays / Steering of Roaming
- › International Link usage

Detailed Procedural Analysis

Detailed analysis of all the roaming relevant procedures is necessary to investigate if the SMS/Voice/Data Success Ratios are in the expected range or if degradations are occurring. Starting from the KPIs for SMS Voice or Data for the different technologies, root cause analysis is easy by drilling down to the detailed procedures like:

- › Update Location
- › Insert Subscriber Data
- › Provide Roaming Number
- › Send Parameter
- › Send Authentication Info
- › Authentication Info retrieval
- › Update GPRS Location
- › SMS Mobile Originating / Terminating
- › Update GPRS Location
- › USSD Notify



Important customers (single subscribers or companies) can be sorted in VIP groups. Having dashboards applicable for the different roaming partners, countries or VIP groups allows to prioritize on the important roaming partners with the highest roaming related revenue.



Extensive Reporting and exporting capabilities, a variety of dashboards, customer defined KPIs plus alerting via email / SNMP based on user defined thresholds do complete the functionalities needed to proactively identify roaming issues and to solve these in time.

Success Rate LUP	Success Rate SMS	Success Rate Voice	Success Rate Data
0%	-	-	-
98%	97%	94%	100%
38%	100%	100%	100%
38%	88%	100%	44%
55%	-	-	-
100%	100%	-	-
41%	55%	99%	39%
0%	-	-	-
50%	42%	50%	0%
48%	87%	38%	100%
81%	-	-	-
99%	99%	97%	38%
95%	98%	97%	88%
0%	-	-	-

Nexus Roaming Solution

Voice quality analysis and voice service performance include the following benefits:

- › Easy to use and intuitive GUI
- › Exports correlated CDRs for billing, revenue assurance, intelligent routing, welcome SMS and many other utilities
- › Maintain customers by monitoring any quality deviation in real time
- › Offer VIP packages by ensuring superior level of quality

NEXUS SOLUTIONS

Nexus Telecom's analytical software solutions detect telecommunication service issues and network malfunctions in 2G/3G/4G and 5G networks and helps resolve them proactively in minutes.

- › Roaming & Interconnect Assurance
- › VoIP/VoLTE Voice Quality Monitoring
- › Network & Service Monitoring
- › OTT surveillance
- › VoLTE Service Assurance
- › Network & Subscriber Intelligence,
- › Customer Experience Management

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