

eoPath GRQ™

Meeting the GRQ high level requirements

Introduction

Roaming traffic is a low percentage of the entire network traffic, but a significant profit contributor. As providers are pressured more and more on creating profit from network traffic, roaming is getting more attention. You simply can not risk that your revenue is affected by the poor performance of your roaming partners. The GRQ framework ensures that you have the most reliable, industry standard metrics to monitor and optimize the performance of your roaming partners.

The GRQ framework, initiated by the GSMA has a set of KPIs for voice, data and SMS, which enable providers to formulate standard SLAs (Service Level Agreements) between each other. Having standard SLAs enable adherence to predefined QoS KPIs.

The GRQ framework includes all the QoS parameters for SMS, voice and data that can be extracted from passive probing. eoPath GRQ™ is GSMA compliant.

With eoPath GRQ™ you have standardised measurements of volume and reliability of service with EVERY potential roaming network, 24/7 for all services, based on every call, SMS and data transaction between your network and any other network, even networks where you do not have a roaming agreement.

eoPath GRQ™ meets the GRQ requirements and provides an end-to-end monitoring solution to enhance your roaming revenue, improve the user experience, and provide KPIs that adopt the framework from GSMA.

The eoPath GRQ™ Roaming Insight is an integral part of Anritsu's Service Intelligence product suite, built on the foundation of the MasterClaw® Service Assurance system.



Key benefits

- Decreased Operations cost, because of efficient and cross-departmental co-operation
- Increased Roaming revenue thru easy access to home and visited networks SLA violations
- Decreased capital expenditure due to non-technical users access to vital Roaming intelligence
- Cost-efficient co-operation with Roaming partners due to adherence to the same QoS KPI's

Key features

- 40 QoS parameters on voice, data and SMS traffic
- Non-intrusive passive probes used for data traffic collection on ISUP, MAP and Gn
- Near real-time alarms
- End-to-end
- Reports aggregates data on voice, data and SMS
- KPI's provided for five different categories: network access, service accessibility, connection establishment, connection sustainability, connection quality

Assure Global Roaming Quality

Inbound roaming provides a significant revenue stream to all service providers, even though the traffic may be low. Roamers are high value customers, making many international calls and using high volumes of data. Inbound roamers can easily switch networks threatening your revenue.

Outbound roamers are often high spending business users, and poor service during roaming could influence their choice of network, increasing churn of your high value customers.

All of these threats call for a robust monitoring solution that can help you maintain the roaming margins.

The eoPath GRQ™ application will help you optimise your roaming business by easy co-operation with roaming partners and monitor the quality of service you and your partners provide to your subscribers.

Increase Roaming revenue

With eoPath GRQ™ you have a unique tool to monitor your SLA agreements with all roaming partners. Reports show each partner's performance and any KPI violations. This ensures your QoS, and increases your subscriber satisfaction. Based on the GRQ Framework your cooperation with partners is based on the same perspectives, thereby making cooperation easier.

Increased QoS

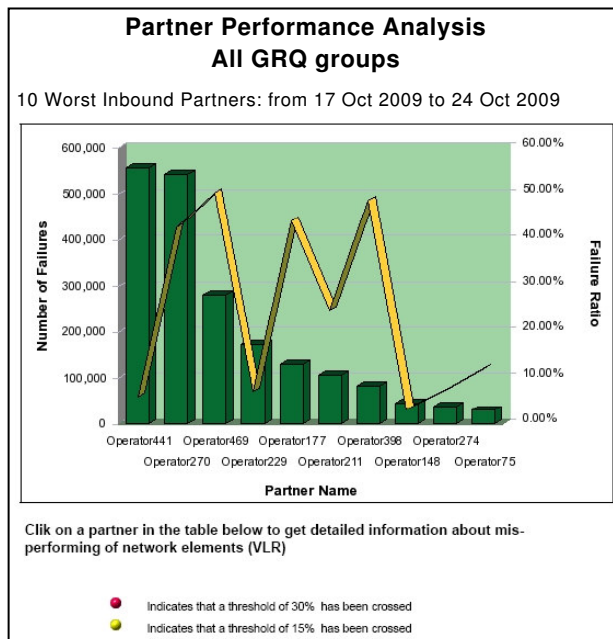
Can your incoming roamers register on your network? Which of your roaming partners are most often visited? Which of your partners perform worst? Which networks, without a roaming agreement, are requesting service most? This is some of the typical questions you need to answer if you want to secure your roaming revenue. eoPath GRQ™ answers all of these questions, and enables you to ensure high QoS no matter which network your subscribers use.

Decreased operational cost

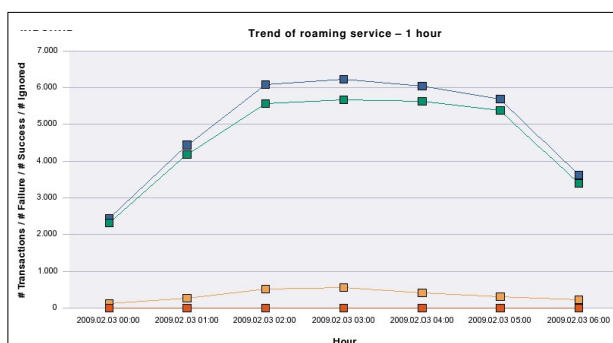
eoPath™ GRQ is an integrated solution providing you with all the critical information you need about your network and your services. Extensive drill-down functionality, dashboards, and alarms are some of the functionalities, which enable your operations staff to perform in a cost effective way.

Collecting all data for Interconnect and Roaming

eoPath GRQ™ is based on real-time data collected from ISUP interconnect links, MAP roaming links and GTP packet data links. Using this data, eoPath GRQ™ provides all the possible reports from the GSMA IR.81 framework that are possible using passive probing.



This report shows the Partner Performance across all GRQ groups, for the 10 worst performing partners



This report shows the inbound voice failed, successful and ignored transactions



The GRQ measures can be used in standard reports

