



RADCOM's MaveriQ Solution for

# SERVICE ASSURANCE & Customer Experience Management

## Main Benefits

### ■ Supports terabit networks

Your monitoring tool for terabit networks.

Real time analytics engine, real-time classification, real time aggregations, embedded multi-core CPU, specialized network interface module and one probe supporting all technologies, all make MaveriQ ideal for terabit networks

### ■ Advanced user analytics

Advanced user real-time analytics present in-depth statistics about parameters such as unique subscribers, top x, release causes, type of traffic, devices, services and more. Such analytics enables operators to create precise value added packages for their subscribers, and optimize their networks for superior customer experience.

### ■ Scalable, cost-effective solution

The unique software architecture together with the multi-technology MaveriQ probe, all mean that MaveriQ provides a scalable cost-effective solution for service providers, with a small footprint. Buy what you need today, and easily expand your deployment as the network grows.

## Extreme Analytical Power for Radically Better Customer Experience Management

- Want to provide superior customer experience on a terabit network?
- Do you need a service assurance system that can cope with massive amounts of data?
- Looking for one system that can monitor a number of different technologies?
- Need to ensure customer experience, yet maintain a small footprint?

Service providers face many challenges today, as they need to provide subscribers with the services offered, while maintaining a high level of customer experience. The size of networks is growing rapidly and service providers will soon need to monitor multi-terabit networks running multiple technologies, with a tremendous amount of events. At the same time, a system must be cost effective, with a small footprint.

RADCOM's MaveriQ is the solution to the service assurance and customer experience management challenges that await service providers in the near future. The MaveriQ is composed of the MaveriQ Radically Better Management System and the MaveriQ probe. RADCOM's MaveriQ monitors multiple services such as VoIP, voice, SMS, mobile data and video. It monitors a wide range of technologies, LTE, UMTS, CDMA, GPRS, and IMS, all in one box.

MaveriQ employs a comprehensive array of service and network performance, and measurement methodologies to continuously analyze service performance and quality. LTE-ready with its enhanced correlation capabilities, MaveriQ offers service providers full end-to-end visibility of the network across technologies, while also providing the ability to drill down to the session level and see all details of the system.

# RADCOM's Solution

RADCOM's MaveriQ Radically Better Service Assurance and Customer Experience solution provides a comprehensive solution that meets all the challenges that service providers face when delivering high speed services on Terabit Networks.

## The MaveriQ Solution

The MaveriQ Service Assurance and Customer Experience solution addresses multiple needs, offering performance analysis, customer experience management, service monitoring and optimization, and network monitoring and troubleshooting. With one platform for all technologies, it meets evolving technological challenges, such as convergence (IP, IMS, PSTN and cellular networks), use of multiple interfaces, and combining voice, data and video.

## Product Architecture

Important features of MaveriQ's design are its scalable, open architecture and its ultra-high performance. RADCOM's solution can function independently, or be an integral part of the operator's total service offering. Additionally, it can be used as an auditing tool for system integrators who need to audit and understand the network traffic and traffic variables. It covers not only various technologies, but also different layers (from network to service layers), addressing multiple needs—detection, service optimization, performance analysis and troubleshooting—in a unified operational flow.

## Multi-Technology, Multiple Users and Multi-Purpose Solution

The MaveriQ Service Assurance and Customer Experience Solution is a multi-technology solution. One basic platform, with common components and application provides solutions for the most up-to-date technologies as well as legacy technologies, including SS7, IMS, VoIP, Data, CDMA, GPRS, UMTS, and LTE. RADCOM's commitment to evolving technologies ensures that customers receive the ideal solution for their current technologies, as well as providing the infrastructure to easily add future technologies.

In addition, it is a platform for multiple users, presenting them with one system that delivers a solution for the whole range of users within an organization. MaveriQ provides troubleshooting and network optimization for the Engineering department, smartphone service optimization and Data Analytics for Marketing, and solutions for Customer Care and SLA management.

Furthermore, MaveriQ contains a wide range of solutions for operators providing CEM, Service Monitoring and Network Monitoring.

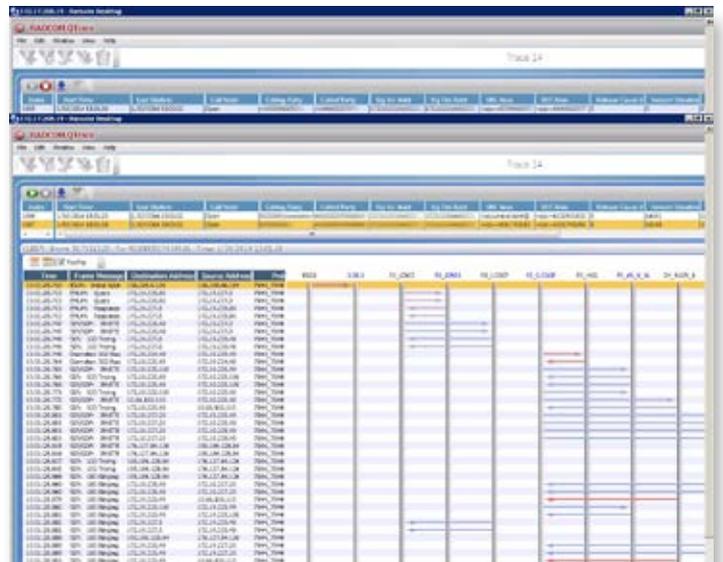
## Unlimited Scalability

The MaveriQ probes are a unique platform optimized for high capacity networks. Using advanced Packet Processing technologies, the MaveriQ probe offers low footprint and high capacity on a cost-effective platform. They have unlimited scalability, utilizing the ever-increasing CPU power, as well as built-in load balancing capability. One MaveriQ probe can simultaneously monitor LTE, 3G, 2G, VoLTE/IMS, VoIP, mobile core and wireline data signaling and user plane interfaces, dramatically reducing the number of probes required for monitoring multi-technology networks.

The MaveriQ system is designed to scale up and scale out. Utilizing commodity hardware, the MaveriQ management components benefit from more CPU power and memory, while each process can be scaled out to load balancing by adding more servers to an existing deployed system. The MaveriQ database architecture uses MPP (Massively Parallel Processing) technology and has linear scalability; the more you add, the more you get.

## Session and Call Trace: QTrace

The QTrace online call troubleshooting application presents a set of trace records with a tabular and graphical description of the legs of the call/ transaction along with the related signaling messages. It shows real-time and historical tracing capabilities across SS7, GSM/ GPRS/UMTS/CDMA/LTE, IP domains, IMS and VoIP.



The screenshot displays the RADCOM QTrace application interface. It features a multi-paneled view with a top navigation bar and a main data table. The table contains columns for various parameters such as Time, From, To, and Status. The data rows are organized into sections, likely representing different call legs or sessions. The interface is designed for detailed analysis and troubleshooting of network sessions.

# Service Assurance and Customer Experience Management Application Suite

RADCOM's unique Service Assurance Solution presents a pre-integrated suite of applications specially built from the ground up for the specific needs of groups in the service providers organization. This set of powerful and intuitive applications, added to the MaveriQ Service Assurance and Customer Experience solution provides the answers to every aspect of your network. Monitoring, service quality monitoring, customer experience management, customer QoS monitoring, customer SLA monitoring; no matter what your need - MaveriQ provides a robust and reliable framework for your business.



## QiCare

The QiCare Customer-Care solution enables the call center representative to understand the behavior of the subscriber, and the quality of the different services being used online. It provides online information about network traffic that causes revenue loss, improving the user experience, increasing first call resolution rate and reducing escalations to higher customer care tiers.



## QVIP

The QVIP SLA management application manages and ensures service level agreements provided to corporate and VIP customers from services to session view. QVIP provides statistical reports for individual subscribers and groups of subscribers, Quality of Service experienced by the subscriber over time and location, aggregated statistics for long periods of time, and alerts when the SLA is not being met.



## QRoam

The QRoam roaming quality service assurance application provides visibility into the quality of voice and data service provided to inbound and outbound roamers. KPIs are displayed according to roamers, operator, country, service and activity type. It enables rapid detection of roamer QoE degradation, reducing churn for these high value customers.



## QConnect

The QConnect interconnection link quality application gives visibility of interconnect link status over time, monitoring the core network and focusing on the relevant links. Output is displayed by operator, country and area codes and provides fast detection of interconnection problems.



Subscriber Satisfaction Dashboard by Throughput



## QCell

The QCell geographical cell QoE analysis application provides session quality statistics per cells and cell sectors in order to pinpoint low performing cells within the network. It provides up-to-the-minute information pertaining to the user experience on problematic cells, depicting the metrics on a geographical map. By being aware of under-performing cells, the service provider can rectify problems and dramatically improve the quality of mobile broadband services for their customer base.



## QAlarm

The QAlarm massive KPI alarms application provides an at-a-glance overview of network and service performance, by providing personalized access to the most relevant KPIs as trend graphs for the user. The ability to personalize QAlarm drastically simplifies access to the information provided by the system, allowing different user categories to optimize the user interface and information set, for their particular needs. The application provides alarms and drill-down capabilities to enable engineers to quickly and efficiently pin-point the source of a problem.



## QMyHandset

The QMyHandset device performance analysis application provides Quality of Service per user device type. Dashboards show QoE trends experienced by the handset user. In addition, they show QoE and usage trends by device model, manufacturer or device type enabling operators to optimize the experience for various types of handsets.



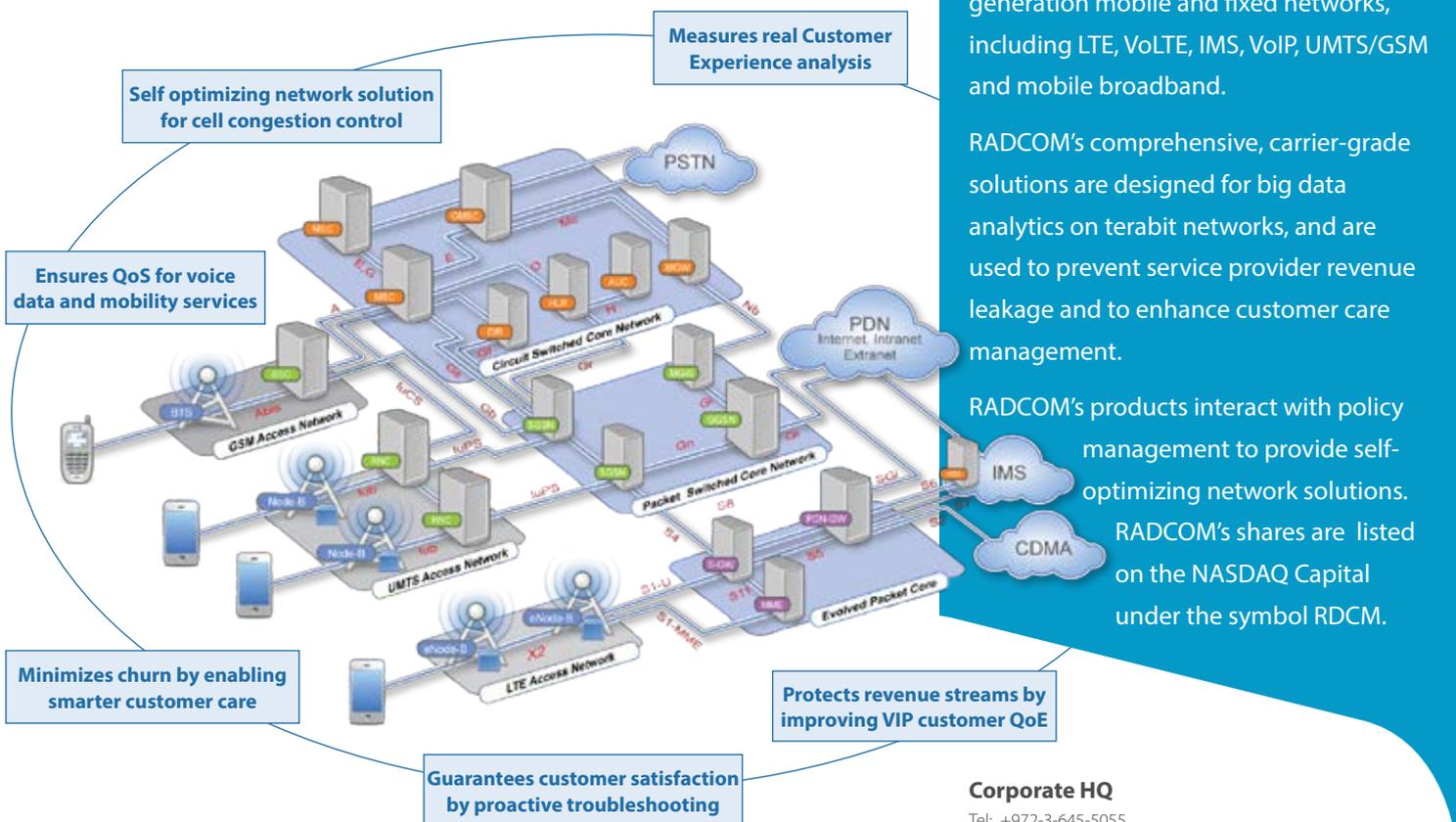
## QMyNetwork

The QMyNetwork network element performance monitoring application provides statistics of the network quality based on layer 2 and layer 3 data. It enables online focus on network elements' quality degradation. The intuitive QMyNetwork covers all the different network elements and interfaces/protocols in complex networks to provide pro-active, end-to-end traffic monitoring.



## Why MaveriQ?

- A cost effective solution for any network size
- Scalable solution with built-in architecture for Big Data analytics
- Best processing capacity/footprint ratio in the industry
- Advanced real-time analytics present in-depth statistics about a wide range of parameters
- Monitors LTE, VoLTE, 3G, 2G, VoIP/IMS, Mobile Data & SIGTRAN simultaneously on a single probe



## About RADCOM

RADCOM provides innovative service assurance and customer experience management solutions for leading telecom operators and communications service providers.

RADCOM specializes in solutions for next-generation mobile and fixed networks, including LTE, VoLTE, IMS, VoIP, UMTS/GSM and mobile broadband.

RADCOM's comprehensive, carrier-grade solutions are designed for big data analytics on terabit networks, and are used to prevent service provider revenue leakage and to enhance customer care management.

RADCOM's products interact with policy management to provide self-optimizing network solutions. RADCOM's shares are listed on the NASDAQ Capital under the symbol RDCM.

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