



SERVICE HIGHLIGHTS

A QuickStart for Roaming Interconnect Assurance (RIA) engagement is an enlightening 1-month experience designed to deliver:

- Custom reports
- Alarm configuration
- Threshold consultation
- Initial IR.21 configuration

Our comprehensive deliverables aim to exceed our customers' expectations. NETSCOUT's QuickStart for RIA will enable you to make an immediate and positive impact on your operation.

QuickStart Service for Roaming and Interconnect Assurance

Accelerate your Roaming Business

Increased Return, Maximum Impact

Get immediate results from your Roaming and Interconnect Assurance (RIA) solution with our QuickStart service. Our expert team will help you use RIA to maximize your roaming revenue and deliver on the high quality of experience roaming users expect. A QuickStart for RIA benefits your team with:

- Seamless business process integration
- Tailored reports
- Customized alarms and thresholds
- Improved user adoption
- Faster realization of the value of your solution

When your Roaming Business Needs a Boost

QuickStart for RIA, provided by our Professional Services' Application Consulting Group, is included with your RIA product purchase. We quickly integrate new installations into your business processes and tailor our solution to address your company's specific needs. QuickStart for RIA is also available for existing RIA product customers who need to energize roaming and interconnect users at any stage in the product adoption lifecycle.

Interface Customizations

Enhance your system with custom configurations for user interfaces. See your top-level performance metrics at a glance and streamline drill-down views for quick access to specific details. Your dashboards and interfaces are configured to meet the requirements of your roaming business.

Custom Reports

RIA offers powerful, cross-functional reporting capabilities that can help you make more informed decisions about roaming and interconnect activity. We will help you get the most out of your RIA reports so you can spend your time making the best decisions—not authoring reports.

Tailored Alarms and Thresholds

Proactively assess performance with real-time alarms and thresholds tailored to your network. RIA alarms guide performance teams with violation triggers that can be configured with five-minute performance visibility. Enhanced threshold capabilities enable the creation of meaningful partner-facing SLA reports in accordance with GSMA roaming principles. Our QuickStart team will help you prioritize and identify your revenue risks, as well as fine-tune your alarms and thresholds. Be prepared with real-time notification of service performance issues.



Current State Process Maps

Integrate RIA into your daily processes and enable improvement of the baseline metrics for trouble ticket generation, high-value roamer issues, high-revenue roaming partners—and more. We will work with you to develop a process map that gives you critical insights on improvement and automation opportunities.

Administration and Configuration

With QuickStart, we provide the assistance you need to configure and administer your roaming partner data, as well as work process documents detailing the changes made to your system. Easily manage your inbound and outbound roamers, partner networks and interworking service performance more efficiently than ever before.

HOW WE GAVE THE GAMES A QUICKSTART

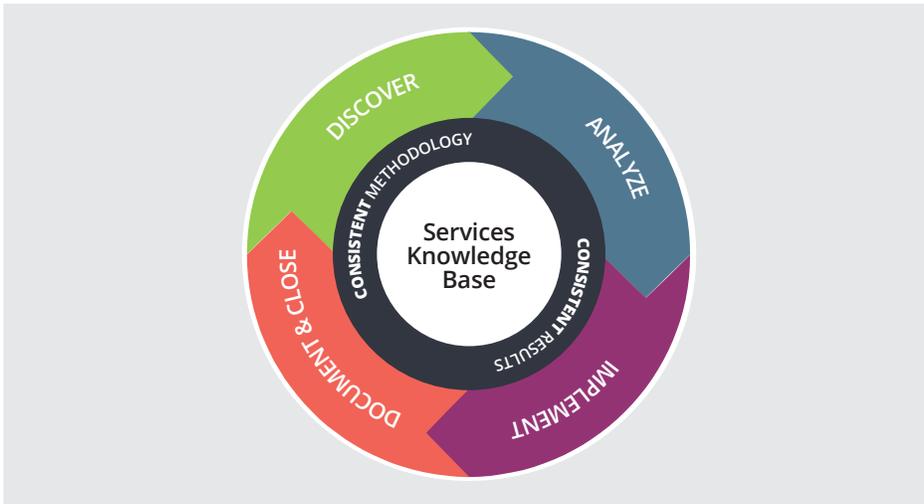
When a major European operator began preparing for the expected surge in roaming and interconnect traffic during the Games in London, they called Professional Services for a QuickStart.

In a matter of days, our team was able to prepare them for the big event with customized reports and tailored dashboards among many other configurations.

Designed to protect traffic for VIPs and top operator partners, the customizations helped maximize revenue and enhance brand recognition at one of the world's premier events.

THE PROFESSIONAL SERVICES PORTFOLIO

QuickStart for RIA is part of our Professional Services' Application Consulting group. Our services portfolio encompasses solutions that range in scope from mobile network optimizations to on-site administration. With operations in more than 40 countries, we bring local market experience and industry leading expertise to every engagement.



Proven Methodologies Deliver Results

Our Professional Services methodology is based on Lean principles and is designed to start you on the improvement process with minimal interruption to your standard business operations. In a typical engagement, the formal “Discovery” session which kicks off the consulting program. We will detail the mapping process, identify key metrics and compile requirements. Next we move to the “Analyze” phase, where our consultants prepare a scope-of-work document that identifies the specific engagement deliverables. We then implement the deliverables and document them in three subsequent phases, culminating in a training program for key stakeholders. Our process taps into our unparalleled knowledge base and global experience to give you the tools you need to succeed.

QUICKSTART METHODOLOGY

Professional Services helps clients achieve strategic and tactical objectives. At the core of every engagement is the methodology and knowledgebase that made NETSCOUT the world's most trusted provider of Network Assurance products and services.

What our customers say:

“RIA was very useful for identifying IRSF (roaming fraud) activity—which saved our company hundreds of thousands of pounds.”

“RIA gives us, for the first time, the ability to see inbound and outbound roamers experiencing coverage issues that need investigating.”

Senior Analyst of a major European operator, discussing how a QuickStart for RIA allowed his performance team to address fraud activity and roaming operator errors which were previously indistinguishable from normal traffic.



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