

## Avoid Unnecessary CAPEX Spend by Addressing Chattiness

### THE OPPORTUNITY

A radio network controller (RNC) in a major market began running at near capacity without an increase in subscribers.

With network resources stretched, the mobile operator needed a way to increase network capacity while minimizing capital expenditures.

**How did this operator restore the problematic RNC to optimal capacity levels?**

### THE DETAILS

With thousands of new apps hitting the market every day, operators are often surprised by impacts on the network—especially when apps steal network capacity.

- This behavior, or chattiness, occurs when apps constantly communicate with the network.
- Chatty apps often go undetected because network equipment doesn't provide app level information.

Using NETSCOUT'S TrendNavigate application, engineers isolated the problem by analyzing the network traffic.

During the investigation, they observed individual voice calls immediately followed by extremely short data connections. This pattern confirmed that chatty apps were contributing to the RNC capacity problem.

### THE RESULTS

NETSCOUT'S TrendNavigate application solved an issue the operator didn't know existed.

TrendNavigate's custom reporting allowed the operator to detect specific gaming and video conferencing apps triggering the chatty behavior involving two specific handset models.

Armed with this information, the operator addressed the problem directly with the device manufacturers and app developers and avoided unnecessary spending on an RNC capacity expansion.

**30%**  
Capacity Recovered



By addressing  
chattiness, the operator  
instantly recovered  
capacity from an  
overloaded RNC.

CONTACT  
AN EXPERT



TrendNavigate offers enhanced visibility and actionable intelligence to help you get the most out of your network and personnel. Contact one of our experts to learn more.



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