

# Smart Data Services QuickStart for TrueCall

## HIGHLIGHTS

NETSCOUT® will execute the QuickStart Services in four phases: Discovery, Analysis, Implementation and Documentation & Close as more fully described below:

### Discovery

Quickly and collaboratively identify high value deliverables tailored to address unique business needs of Customer.

### Analyze

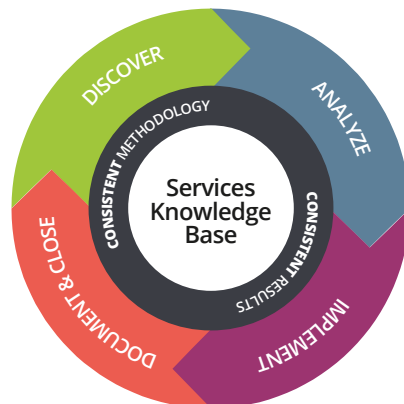
Information from Discovery is matched to our best practices and the highest value areas discussed with Customer. NETSCOUT consultants will prepare a Service Deliverables document that identifies the specific engagement deliverables.

### Implement

Delivery of Use cases as described in the service deliverable document.

### Document & Close

Documentation of all the delivered use cases that culminates in the training program for key stakeholders.



## Service Definition

This Data Sheet describes the TrueCall QuickStart service engagement ("Services") which NETSCOUT agrees to perform upon receipt of a Customer purchase order.

QuickStart is an advanced service intended to accelerate the value realization of an operator's investment in NETSCOUT's TrueCall Product. Services are designed to improve user adoption among operator teams across the world and empower Customer key stake holders to derive valuable insights and collaborate closely with NETSCOUT consultants in order to produce high value business use cases.

## Service Deliverables

The TrueCall Pre-engagement QuickStart may encompass some or all the following activities, as applicable:

- Calendar filter verification of historical data;
- Network Element (NE) table audit: a process to check and validate the NE table;
- Raster validation: a process to verify Heat-Map bin with relevant KPI tally;
- KPI formula validation check in KPI Explorer;
- Data validation for various reports in multiple TrueCall windows such as: TOP NE, call table, KPI Explorer, TOP Subscriber, Heat map; and
- Executive summary reports containing pre-service data validation results.

The TrueCall QuickStart may encompass some or all the following activities, as applicable and mutually agreed during the Discovery Session:

- Provisioning of Network Element (NE) tables inside TrueCall for the applicable Network Vendor and technology deployed inside Customer Network;
- Definition of the scope and establish the objective of the identified use cases;
- Description of KPIs and relevant signaling flow;
- Overview and detail filter used with appropriate explanations;
- Step by step analysis methodology with detailed snapshot visualization of Use cases;
- Sample Root Cause Analysis using Layer 3 signaling flow from message viewer;
- Consultation regarding Data export from TrueCall and data utilization within external tools such as Google Earth, MapInfo etc.;
- High-level opinion and observation from experienced RAN Consultant; and
- Consultation and validation of TrueCall LSR Feed, which can be exported to an external 3rd Party application based on customer provided use cases;

The following documents will be produced:

- **Service Deliverable** – Provided post Discovery Session; and
- **Service Report** – Provided at the end of the engagement.

## Service Assumptions

- Engagement will commence up to eight (8) weeks from the NETSCOUT's acceptance of the Customer's Purchase Order, or as otherwise agreed between the parties;
- Engagement can be up to six (6) weeks from the commencement of services and depending on need may include up to two (2) onsite visits, each with a maximum duration of one (1) week;
- GeoSoftRAN, TrueCall ETL, TrueCall Query server and NGRAN are fully installed, configured, operational, before the start of engagement;
- NETSCOUT prefers the Handset table data to be provisioned in the TrueCall before the start of engagement;
- IMSI/IMEI enrichment is available from ISNG and GeoSoftRAN probes before the start of engagement;
- NETSCOUT prefers TrueCall "User" training to be completed for the key customer user teams before the start of engagement; and
- Successful completion of the Services is dependent upon cooperation of both parties, and Customer's fulfilment of its obligations set forth in this Data Sheet.

## LEARN MORE

Smart Data Services (SDS-Delivery) are provided in accordance with the NETSCOUT's Smart Data Services Description and Terms available at:

<https://www.netscout.com/sites/default/files/2019-05/SDS-Service-Description.05.10.2019-f.pdf>

## Customer Responsibilities

Customer will ensure that following key stakeholders participate in the discovery session with NETSCOUT consultants:

- Executive business owner of the application;
- Key decision makers, who will be utilizing the output of the application such as: Marketing Executives;
- Key users of the application such as: RF and RAN Engineers; and
- Management of key user teams such as: Business Unit heads.

### Customer shall ensure:

- Reliable remote access to the Production environment with the internet access enabled for TrueCall server.
- To provide accurate and formatted data as required for NETSCOUT to provision the Network Element tables for all the applicable vendor technologies;
- If applicable, export of LSR feed to 3rd party application; and
- If applicable, implement required Use Cases on 3rd party application based on the consultation provided by NETSCOUT.

## Out of Scope

- Any scalability or feature/functional changes to Probe or Application architecture arising out of this engagement;
- Any additional servers required. Additional hardware or licensing outside the scope of this engagement will be addressed with a separate Purchase Order;
- Any integration or activity outside the scope of this document;
- Development effort on the GeoSoftRAN, TrueCall, or related features for data not currently configurable by the Smart Data Services team;
- Data which is not presently collected by the NETSCOUT GeoSoftRAN is considered out of scope;
- Installation of any patches or updates to the TrueCall; and
- Any consultation for LSR feed integration to a 3rd party application will be limited to a pre-determined list of use cases analyzed and agreed by NETSCOUT, before the start of this engagement.



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