

Launch Services with Confidence

The Opportunity

With the implementation of new services, complete visibility from lab to rollout is critical to ensure quality of service and customer experience. Excited to launch VoLTE services, a large Asia-Pacific Carrier Service Provider (CSP) faced challenges using multiple siloed systems to troubleshoot subscriber issues. These systems created troubleshooting blind spots and skewed visibility into root cause of events. How will this CSP resolve this challenge and ensure minimum impact to Mean Time to Repair (MTTR)?

The Detail

The use of multiple siloed systems hindered troubleshooting and consistently extended MTTR resolution to days. This wireless provider turned to NETSCOUT's comprehensive nGeniusONE® solution to support new service implementation.

Unified System – nGeniusONE offered a unified approach through the use of a single system with end-to-end views of subscriber sessions throughout pre-launch, launch, and operations.

Proactive Management – in addition, nGeniusONE also provided robust troubleshooting workflows and Key Performance Indicators (KPIs), with simple drill-down paths to proactively manage services.

Visibility – the team gained Smart Visibility at every phase of the service life cycle and was able to isolate and resolve issues faster with confidence. They successfully reduced MTTR from days to minutes per subscriber issues.

The Results

NETSCOUT's nGeniusONE Provided:

- A unified system to troubleshoot service issues
- Workload relief on internal teams
- A reduction in subscriber churn
- Smart Visibility to launch VoLTE with confidence



**REDUCE MTTR
FROM DAYS TO MINUTES**

CONTACT
AN EXPERT



To learn how to gain visibility during service launch.



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