

Signaling Monitoring and Reporting Tool (SMART)

Real-time business intelligence



SMART delivers a clear, immediate view of your roaming and messaging signaling traffic through one convenient business intelligence tool.

Immediate Traffic Visibility

Your SS7/C7 network is a critical source of information for your business. With SMART, gain real-time visibility, monitoring, and control of signaling traffic, ensuring the highest quality support for your customers. SMART enables each department to be responsive to your customers' needs and proactive with your own.

Meaningful Intelligence for Roaming Managers

With SMART, roaming managers can perform roaming analysis by destination to improve subscriber experience and maximize profits. This analysis identifies the optimal convergence in price and performance by a roaming partner.

SMART reports break down destination information even farther, allowing roaming managers to comprehensively monitor data and roaming traffic in near real-time. This enables roaming managers to gain increased visibility to detect roaming issues quickly before they impact user experience.

From a retail perspective, marketing and roaming managers can leverage SMART to identify key roaming countries and/or partners. Your managers can also monitor existing customers during day to day network access or during peak and unique travel times.

Mitigate Risk

SMART SMS tools help detect fraud quickly. Our troubleshooting tool provides notification of suspicious increases in SMS traffic to or from a roaming partner. SMART helps the fraud team detect any abnormal traffic that indicates fraud or stolen SIMs, provisioning the information to prevent further suspicious activity. SMART enables your internal fraud management team to mitigate risk that can be costly in terms of time, reputation and money.

Key Features

- _ 24x7 Web-based, online reporting
- _ Year-to-date information
- _ Proactive troubleshooting
- _ Detailed MSU report by origin/destination
- _ Opcode message type by destination
- _ SMS reporting
- _ Fraud detection tools (GSMA IR.71)
- _ Upfront cost savings
- _ GTT error report including absent/invalid GTT, missing GT range
- _ Email alerts based on prescribed thresholds
- _ Automated custom reports and proactive email alerts



Signaling Monitoring and Reporting Tool



Maintain Superior Performance by Your Network Operations Team

Enhance network operations' ability to optimize network performance. Your operations department can use SMART to detect where capacity is unnecessarily blocked by undelivered messages. This network congestion can slow or interrupt valuable service and ultimately prove costly. This tool reports on MSU errors and proactively alerts your operations team.

By detecting the bottlenecks early and identifying key trouble spots, operations can work effectively to ensure that customers are not impacted in any way. Through SMART, network operations can also mitigate service interruptions and monitor for service assurance to support new roaming destinations. SMART contributes to helping manage the financial impact of network congestion.

Intelligence in Your Inbox for All Functions

With user-defined reporting, you have the flexibility to establish fixed thresholds. Once these thresholds are exceeded, reports are automatically generated and sent to your defined email. Reports derive only from exceptions to the parameters you set, enabling you to act on the information even quicker. You have the power and flexibility to specify "alert" reports on nearly any criteria associated with your roaming traffic, allowing you to be preventative rather than reactive.

Meeting the Growing Needs of the Industry

Take advantage of our expertise to help you troubleshoot and obtain valuable customer experience data with the goal of providing ongoing improved customer service. SMART tools give you the information you need to quickly identify opportunities, mitigate fraud risk and prevent the costly gridlock of traffic congestion. SMART enables you to collect business intelligence by offline analysis of signaling records for improving the performance of multiple enterprise-wide business functions, including marketing, planning, customer care, and engineering.

**Gain visibility,
monitoring
and control of
signaling traffic**

Key Benefits

- _ Optimize new revenue opportunities
- _ Identify and protect your network against fraud
- _ Access near real-time network information
- _ Prevent revenue leakage
- _ Access data storage for up to 24 months
- _ Benefit from easy to use, 24x7 access from any Web-browser

For more information on the Signaling Monitoring and Reporting Tool, please visit:

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