

RoamPulse™

Improve roaming experience and grow your roaming business

Mobile subscribers expect a seamless roaming experience while you wage a daily battle against increasing network complexity and data deluge. Subscribers expect you to not only resolve issues in a snap but to preemptively detect them.

At the same time, management expects you to make the most out of roaming partnerships and optimize the roaming business. Legacy tools provide limited and segregated functions with inefficiencies that limit business and operational opportunities and negatively affect your bottom line.

A hosted and managed service, RoamPulse™ provides real-time monitoring, reporting and alarming of all your roaming and interworking links. Supporting 2G/3G and 4G/LTE signaling, RoamPulse™ is a centralized solution that provides a common view across your operational, commercial and engineering departments. RoamPulse™ increases revenue opportunities, provides faster problem resolution, makes business more efficient and improves your roaming services.

Reduce churn and prevent revenue leakage

RoamPulse™ is the MNO's 'strategic partner' to deliver a superior subscriber experience. With proactive issue detection and alerting via alarms or emails, RoamPulse™ drastically reduces the number of roaming disruptions. RoamPulse™ minimizes resolution times and provides integrated tools for root cause analyses. By closely monitoring traffic migrations and other network changes, it guarantees the highest QoE for subscribers. For high-value roamers, RoamPulse™ helps deliver a VIP experience by tracking and monitoring service to ensure quality at an individual subscriber level.

63% MNOs believe poor roaming QoE can lead to **domestic** customer churn

Source: OVUM / N - 126 MNOs & MVNOs

Increase business efficiency

RoamPulse™ is a centralized tool that provides real-time monitoring, reporting and alarming of all your roaming and interworking links. Use RoamPulse™ to make your business more efficient and improve your roaming services.

Get the RoamPulse™ advantage

- Real-time view of roaming health
- Unified view of all roaming signaling
- Customizable KPIs for meaningful insights
- Proactive issue detection & rapid fault localization
- Increased end-subscriber QoE
- Hosted & managed service - low capex/opex

Optimize roaming business

With results uncovered on all your roaming operations by its powerful data analysis engine, RoamPulse™ can help you make informed decisions. With customizable filters on KPIs and dashboards that can be tailored to each user group, RoamPulse™ enables MNOs to measure Quality of Experience, assess SLAs and response times for roamers, and manage enhanced service platforms. Gain meaningful insights that will optimize your roaming operations and increase roamer quality experience, all via thousands of customizable KPIs and counters.

One tool for all roaming analytics

RoamPulse™ provides you with a single, integrated tool covering all your roaming signaling interfaces across all your providers for reporting, monitoring and troubleshooting. By offering a common view into your roaming operations for Roaming Managers, Operations, and Engineering, RoamPulse™ drives efficient communication and collaboration between internal teams.

Why RoamPulse™

Tata Communications' RoamPulse™ provides integrated, real-time intelligence for service continuity via a single tool for all your roaming interfaces. It delivers the right intelligence to make timely decisions with flexibility to customize KPIs to reflect your requirements. RoamPulse™ is a hosted and managed service backed by Tata Communications' extensive experience in serving MNOs for roaming and mobile signaling.



Cloud based solution

RoamPulse™ is a cloud based fully managed service for SS7 and LTE traffic captured and processed at the hosted Tata Communications infrastructure.



Features



Real-time dashboards for your roaming networks

- View multiple protocols
- Data analysis filtered by specific errors
- Customizable alarm notifications
- Launch call trace on the fly



Monitor quality assurance

- Real-time analytics and multi-point trending
- Uncover revenue leakage in real time
- Access thousands of counters which can be converted to personalized KPIs



Single tool, many uses

- Meets the needs of multiple users and departments
- Reporting, monitoring, and troubleshooting in one seamless interface