End To End Service Test & Monitoring

Make an Agent work for you!

The simple monitoring and controlling of devices & network elements, computers, connections and alike is not enough to assure the quality of service.

The E2E service monitoring is a tool used to measure the quality of services such as SMS, MMS and others on request (i.e. WAP, HTTP, SYNCML, email). Its open architecture is capable of supporting new protocols. The tool is designed for Mobile Agents distributed along the service delivery chain. The Agents capture information about bottlenecks and time delays of the service delivery structures.

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With Teleca, the key partner from operator network to end user services.

The Facts

- "Root cause analysis" based only on network alarms is an utopia: in the real world it is extremely hard to implement it especially for complex services.
- In many cases faults are reported by customers through CTT mainly for low quality services.
- Alarm analysis does not provide a metric of quality as perceived by the customer.
- It's hard in the real world to derive quality levels of complex services from key performance indicators.

The Agent Advantages

- Precision: provide the quality parameters as perceived by customers directly.
- Proactivity: capability to detect faults before customers raise them.

- Reliability: a huge number of Agents provide very accurate statistics.
- Fault isolation support: placing Agents in different points of the chain of service can help quickly isolating the segment affected by the fault.
- Semantic check: ability to perform semantic and integrity control.

Service Test & Monitoring characteristics

- Monitoring services available on different protocols and different services such as SMS, MMS, WAP, IVR, HTTP, VOICE CALL, VIDEO CALL and others
- Monitoring network information like RF signal strength, cell ID, MCC, MNC and others
- Monitoring easily distributed geographically

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End To End Service Test & Monitoring

Service Test & Monitoring use cases

- Monitoring mobile services without simulations, in the real situation
- Pinpointing network weaknesses
- Providing Network Status Report
- Monitors the mobile services before (e.g. in test) and after its launching on the market
- Continuous Service Performance Monitoring
- Service contents checking and analysis
- Geographical localisation through GPS
- Event management, error reports and logging
- Integration with external OSS systems (SLA, Fault Management, etc)

Features
Service Operation Center (the master)

- Alarm Consolidation and Management
- Performance Collection & Reporting
- Management of Testing commands/scripts
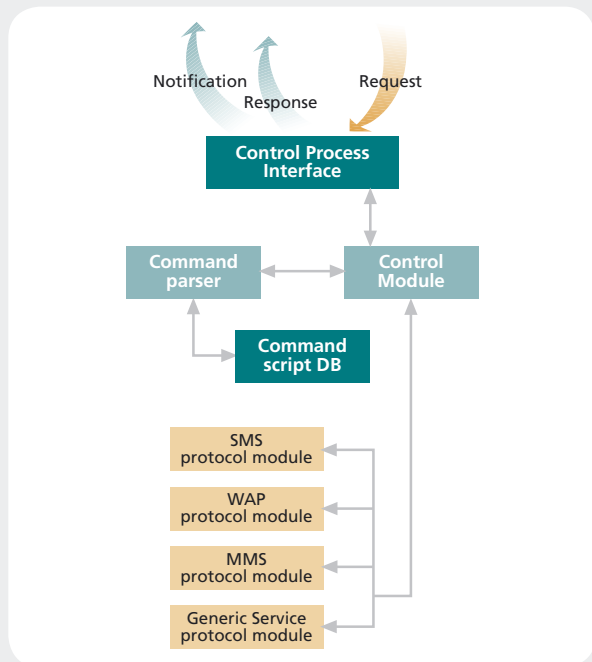- Alarm forwarding towards CRM and NOC

Mobile Agent (the slave)

- Testing Automation
- Alarm Reporting
- Performance Data Reporting

System requirements

The software is supported on the following OS platforms:

- Windows 2000/XP
- Solaris

Mobile Agent Architecture

Physical Architecture