

CASE STUDY



Ensuring Optimal Quality of Experience with Subscriber-Aware Network Optimization

About Vipnet

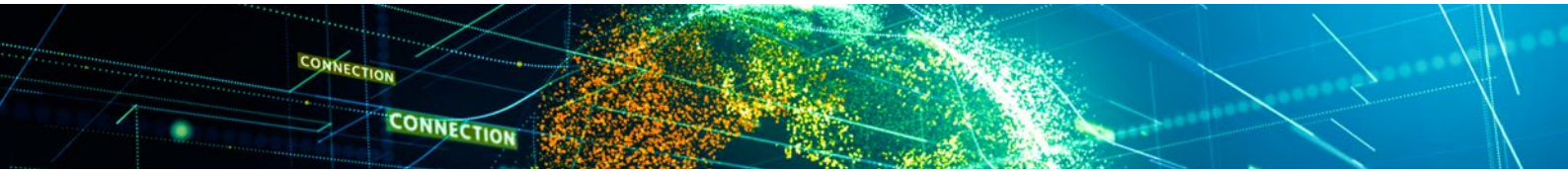
Vipnet, a pioneer in the Croatian mobile telecommunications market services, serves over 2 million subscribers every day. In 2011, rapid expansion of the operator’s 3G network amplified the challenges already faced by its optimization and quality team to keep up with traffic growth on the Croatian providers’ network.

Vipnet was already conducting regular optimization and expansion activities on a daily basis to ensure the health of its mobile network. Managing these tasks concurrently became increasingly demanding and difficult to achieve, especially for tasks such as optimizing neighboring cells.

High volumes of data were continuously being collected and post-processed with existing in-house tools, proving to be an inadequate and time consuming task.

CUSTOMER BENEFITS

- Fast neighbour optimization reduces drop rates and abnormal call events.
- Optimal tilt and azimuth design reducing interference and maximizing capacity.
- Reduction in man hours required to analyse call traces, effectively maximizing network engineering efficiency.
- Optimal usage of call trace data to keep track of network quality of service (QoS).



FASTER POST-PROCESSING, INTELLIGENT ANALYTICS

Vipnet needed a solution to speed up these regular network optimization activities as well as effectively manage and resolve network issues that could negatively impact the high quality of experience enjoyed by customers.

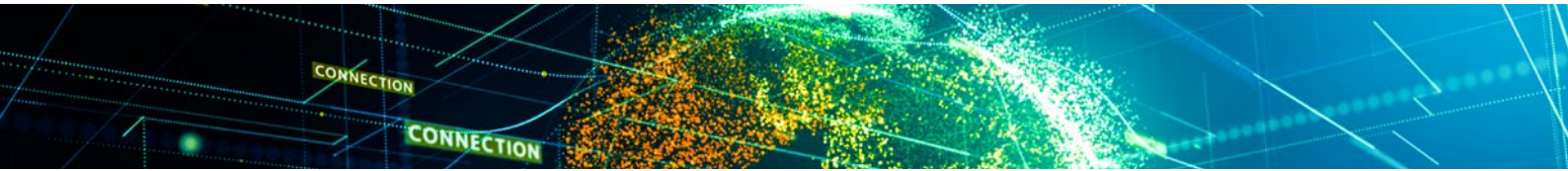
The mobile operator sourced and tested numerous tools on the market, ultimately selecting Infovista's Xeus® to tackle these challenges.

Xeus automates the parsing of various network quality logs and performs smart analytics such as dropped call, blocked call, smartphone and VIP analysis, giving Vipnet's network engineers richer insight into the network's performance and clarity on where their time should be best spent to identify potential or existing problem areas.

“ Xeus® gave us much needed focus when resolving network quality challenges encountered on a daily basis. On top of that, we are most grateful for the amazing support that we have received from Infovista’s support team. ”

Jadranko Peher,
Vipnet Network Optimization
Supervisor

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RESULTS

Vipnet saw an immediate impact after deploying Xeus into their daily optimization activities, including a drop rate reduction, fast neighbor optimization and optimal tilt and azimuth design, which, in turn, reduced network interference and helped Vipnet maximize its network capacity.

The GPEH call trace analytics feature in Xeus also helped reduce the time required to analyze live traffic data collected from the operator’s OSS. This insight into Vipnet subscribers’ mobile experiences has allowed the optimization teams to more effectively geo-locate problem areas as well as resolve issues that are difficult to replicate. Most importantly, the automation and analytics of Xeus addressed Vipnet’s main challenge of ensuring an effective optimization process in the midst of rapid network expansion.

MOVING FORWARD

“Xeus® gave us the much-needed focus to resolve network quality challenges encountered on a daily basis,” said Jadranko Peher, radio network optimization supervisor at Vipnet. “On top of that, we have received amazing support from the InfoVista team. We look forward to working with them as we expand our network further.”

CHALLENGES

- **Processing high volumes of collected data was time-consuming**
- **In-house tools were not up to the task**
- **Slow resolution of network issues and complicated optimization**

CHOICE OF INFOVISTA

- **Rich insight into network performance issues**
- **Clarity on where to invest resources to improve subscriber experience**

BENEFITS

- **Fast optimization, fewer dropped calls**
 - **Reduction in man hours required to identify and resolve network issues**
 - **Better monitoring of QoS**
 - **Excellent support from the InfoVista product team**
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About Infovista

Infovista is the leading provider of cost-effective network performance orchestration solutions at the service of a better connected and collaborative world. Our award-winning solutions empower communications service providers and large enterprises to ensure a high-quality user experience by achieving optimal network performance and guaranteeing business-critical application performance. Infovista's expertise and innovations provide a new level of actionable network, application and customer intelligence, visibility and control across all services, all technologies, and all domains of both the fixed and mobile networks. Using our solutions, eighty percent of the world's largest service providers and leading global enterprises deliver high-performing and differentiated services, plan and optimize networks to match application and service demands, and streamline network operations while keeping total cost of ownership as low as possible. For more information, please visit www.Infovista.com.