



SUCCESS STORY HIGH TECH

TELECOM GIANT CUTS REPORTING RESPONSE TIME BY 44%

Apexon Quality Engineering solution reduces cycle time and costs



Cut-throat competition and a rapid pace of technological change in the wireless services industry means that telecom enterprises need to continually optimize their infrastructure to maintain their competitive edge.

This Telecom company needed to improve reporting response times to accelerate their network optimization initiatives, help RF engineers analyze network performance, and reduce cost-to-customer for roaming services.



THE RESULTS

KEY OUTCOMES

At the close of the project, the customer was able to realize several benefits from their reporting infrastructure, including:



REDUCED TOTAL ROAMING COSTS PAID BY THE CUSTOMER TO COMPETITOR CARRIERS



RESPONSE TIMES FOR REPORTS BEING CUT BY AN AVERAGE OF 44% ACROSS 5 KEY REPORTS



SLASHED JOB RUNNING TIMES FROM 2.5 HOURS TO 30 MINUTES

THE CHALLENGE

2 KEY AREAS

The customer's existing infrastructure used an index called the Roaming Reduction Factor to provide per-call-measurement data by pulling data from Netezza. However:



Lag in Data Capture

There was a large amount of lag in terms of data capture on account of the system needing to extract and ingest information from multiple sources



Poor Response Performance

Under-optimization of key data processing systems was leading to poor response performance across multiple key reports

THE SOLUTION

2 KEY AREAS

To accelerate the application response times, Apexon engineers deployed Loadrunner testing tool sets to gauge application performance and subsequently optimized the customer applications and infrastructure. This included:



Analyzing Roaming Usage



Developing and testing a new solution to analyze roaming usage by market, switch, zip code, and sector



Optimizing Network Performance

Optimizing network performance to improve efficiency and boost coverage in high roaming areas



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