Telecom audit consulting services

Consulting focused on improving the economic and technical efficiencies of service provider networks

Overview

Communication Service Providers (CSPs) are facing increased competition and cost pressure in delivering the innovative services. To be successful, they must drive efficiencies in three main areas: existing customers, new markets and offerings to drive profitable growth, and new platforms to remain on the cutting edge.

TCTS reviews CSPs requirements to define measurable objectives in terms of quality, capacity and cost, by offering consulting services such as network audits, process audits and performance audits.

Transform operations | Drive efficiencies | Accelerate revenues | Enhance customer experience

Service offering

Network audit

In today's extremely competitive telecom market, it is imperative for a service provider to continuously monitor the network performance and quality of service to sustain a leading competitive edge in the market by assuring customer satisfaction. In addition, in some countries, service quality bench marking becomes mandatory exercise for licensee operators of those nationals.

TCTS technical end-to-end network audit services help an operator in identifying issues in the network, root cause of all issues and actions required to address those issues. The audit assures that:

Functional goals and objectives are met	**Network resources are safe guarded and optimally utilised**
Applicable guidelines, regulations and policies are followed	**Reliable data are obtained and used for forecasting, planning, operating, optimising, fine tuning and monitoring of network performance**

TCTS technical end-to-end network audit services help an operator in identifying issues in the network, root cause of all issues and actions required to address those issues. The audit assures that:

Service benefits:

Better network quality

Higher revenue and ARPU

Reduced CAPEX and OPEX

Improved customer satisfaction and reduced churn

For more information, visit us at http://www.tatacommunications-ts.com/

Contact Us | **Share** ✉ 🐦 in

Process audit

TCTS' process audit involves a review of an operator's processes and procedures, as pertaining to the operation of their network. As an example, this could involve a review of processes and procedures for various aspects of engineering, such as the process for the projection of network capacity, network expansion procedures, procedures for monitoring network performance, procedures for dealing with customer complaints, network management and maintenance procedures, network quality management, disaster management procedures, network security procedures audit, etc. It also typically includes suggestions for improvements and best practices.

Performance audit

TCTS network performance audit targets the evaluation of the network based on design goals verses the performance achieved.

The dynamic nature of mobile network caused by network expansion, subscriber growth, new service launch and wireless environment creates multiple challenges for the mobile operator to know exactly where the performance of the network stands compared to the design objectives. By collecting large amounts of network data we can evaluate the network quality from an end-user perspective and find out where the network bottlenecks are and where there is potential for network performance improvements.

Service benefits:

- **Discover the existing and potential loopholes in the network performance over all its elements:** Scan for network potential problems through hundreds of audit checking items, perform investigation on those problems and provide improvement suggestions.
- **Forecast the demand for system capacity:** Analyse the traffic characteristic and traffic model, geographical distribution of the traffic density, predicts the traffic growth trend and provide the corresponding resource adjustment suggestion.
- **Evaluate the network performance from subscriber perceptions:** E2E performance audits helps operator in finding out the root cause for customer complaint, the real network coverage and service quality condition
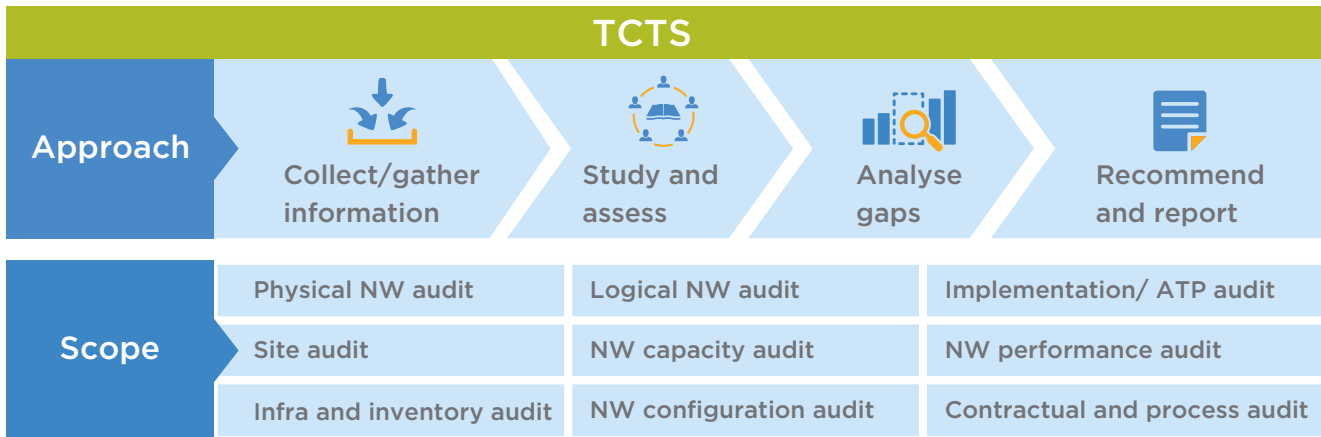
Contact Us | **Share** ✉ 🐦 in

TCTS				
Approach	Collect/gather information	Study and assess	Analyse gaps	Recommend and report
Scope	Physical NW audit	Logical NW audit	Implementation/ ATP audit	
	Site audit	NW capacity audit	NW performance audit	
	Infra and inventory audit	NW configuration audit	Contractual and process audit	

Value proposition

Wireless Network Audit
- Identify gap and deviations in network vendor deliverables as part of Turn Key projects implementation
- Design versus Actual implementation
- Contractual KPI/SLA Adherence checks
- Technology/Product Roadmap analysis

- Under delivery of guaranteed KPIs
- Identified Revenue Leakage due to improper charging
- Highlighted BoQ mismatches
- Highlighted design versus actual gaps in implementation

IP-MPLS/ TX Network Audit
- Client faced network related challenges such as inefficient resource utilization, bottlenecks, architectural / design issues in their IP-MPLS/TX networks

- Network capacity improvement
- Network availability and uptime improvement
- Optimum utilization of deployed inventory (logical and physical)
- Validation of network health and security

Network Operation & Engineering Audit
- Audit of network operational effectiveness
- Benchmarking current operations against standard industry best practices

- Recommendations on Optimization through standardization of network operations
- Network operation roadmaps with financial forecasts

Network Capacity Audit
- Assessment of network capacity
- Focus on customer experience enhancement
- Maximum utilization of existing network resources without major change in over all network architecture

Recommendations for
- Better operational effectiveness
- improved customer experience
- High level roadmap to meet and manage growing network footprint and customer base
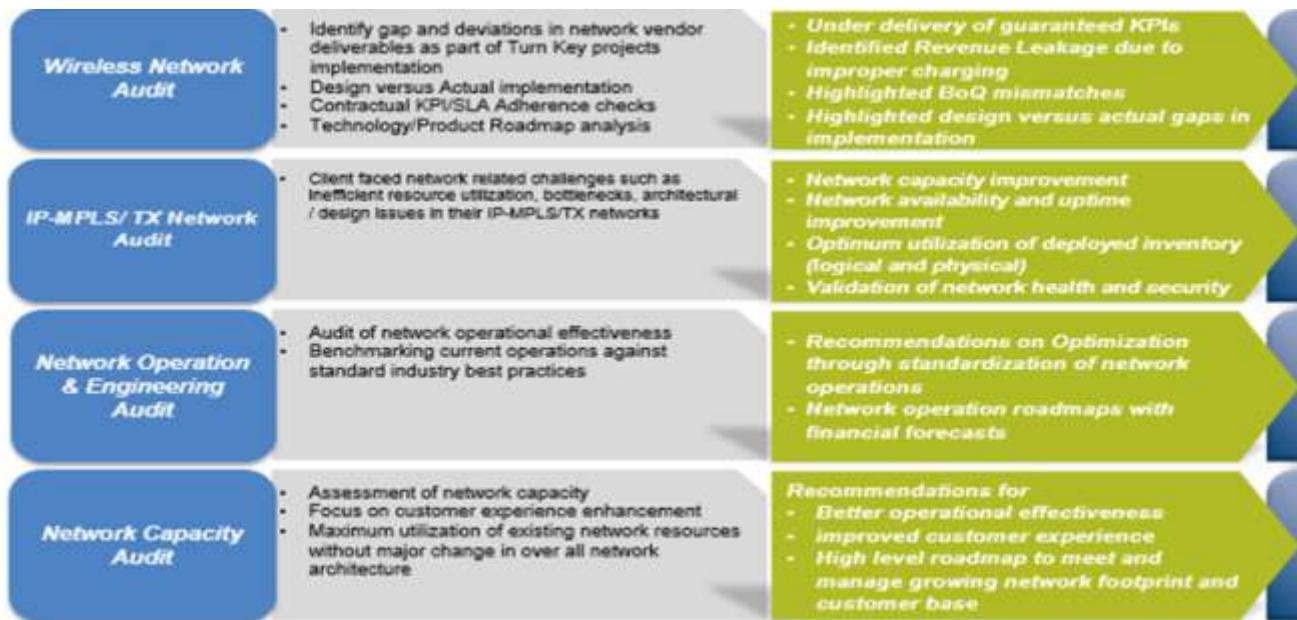
- TCTS solution approach is based on industry expertise, vendor agnostic and use of sophisticated tools combined with its global presence and partner support to provide coverage, capacity and quality improvement to MNOs
- TCTS leverages the telecom expertise of its parent company TCL and other Tata group companies who work in the same sphere of operations like Tata Teleservices, India and Neotel, South Africa

For more information, visit us at http://www.tatacommunications-ts.com/

Contact Us | **Share**