

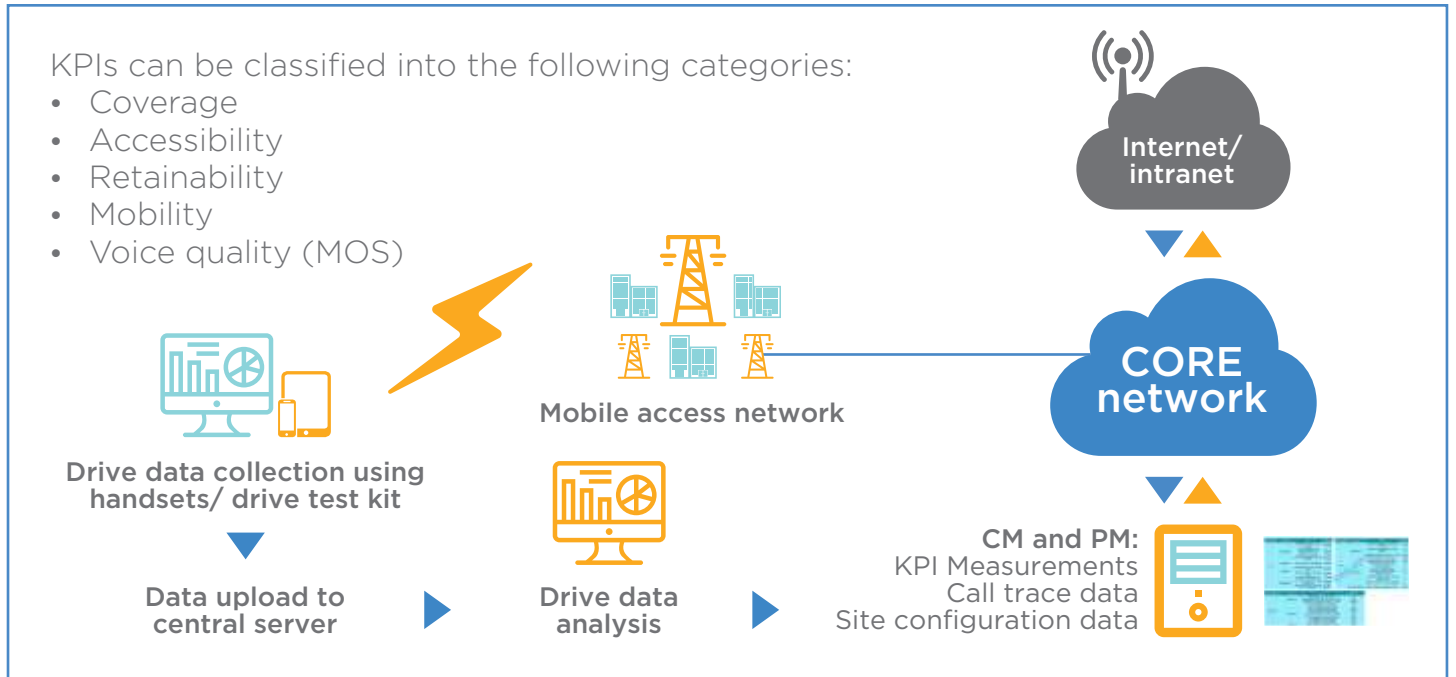
# Radio network KPI assurance and optimisation

## Overview

In a world where mobile subscribers have little tolerance for dropped calls and the inability to access data and applications, operators must know how well is their Network QoS and subscriber's quality of experience (QoE). In a new converged (2G/ 3G/ 4G) network architecture, continual optimisation of all layers of the network holds the key high performance and quality service delivery to the end customer. Ongoing analysis and trending of network KPI, capacity thresholds and overall E2E performance in a growing network – all go to establish a proactive approach to continually improve and evolve the network and service delivery.

The focus of optimisation is to improve the network accessibility, retainability, mobility, throughput KPIs to enhance the customer experience across services like voice, data and video.

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



## Service offering

The TCTS KPI assurance and optimisation offerings:

### Performance management and optimisation

Performance monitoring includes:

- Monitor KPIs, (e.g. accessibility, retainability, mobility, throughput etc.) such as CSSR, DCR, HSR, TCH block rate, DL/ UL data throughput, MOS etc.
- Coverage enhancement
- Capacity augmentations
- Configuration management
- Field and NMS KPI analysis
- Physical and parameter optimisation

### Drive tests services

- Drive test (on-road and in-door) for network KPIs and customer complaints
- Drive test for legal/ govt./ regulatory activities
- Drive data post processing and optimisations recommendation for improving network performance

### Customer complaints management

- VIP customer complaint management
- Technical support teams for customer complaints
- Regular trending and analysis of network customer complaints

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## Operation model

TCTS	
Performance monitoring	Field drive test
Post processing	Optimisation recommendation
Support regulatory compliances	Field optimisation
Optimisation and performance tools (3rd Party)	

## Value proposition

- TCTS manages end-to-end KPI assurance and delivers optimisation
- Our SMEs have vast experience on telecom technology platforms and have cross technology expertise making us technology specific vendor agnostic service provider
- Leveraging our strategic partner tools vendor portfolio for data collection and analysis required to support the delivery
- Experience of operating wireless networks with a strong base of ~65,000+ BTS and 6000+ Microcells (WCDMA, GSM, CDMA, WiMAX)
- Solution approach based on industry expertise and use of sophisticated tools combined with its global presence and partner support
- Leverages the telecom expertise of its parent company TCL and other Tata group companies that work in the same sphere of operations, like Tata Teleservices, India and Neotel, South Africa

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