Success Story
ICQT Consultancy and Training

KEY FACTS
Customer: International carrier
Technology: Voice, data and SMS services
Scope: International carrier quality testing (ICQT) and SMS via SMPP quality testing
The international carrier provides international routing of voice, data and SMS and has strict service level agreements in place with customers worldwide (mostly mobile operators and carriers). To provide top quality routing periodical international carrier quality testing campaigns need to be run and ad-hoc testing and troubleshooting is necessary.

The customer’s operational staff were very occupied with many other tasks delivering extra services like steering of roaming, dual-IMSI and SMS aggregation. They purchased a batch of test units, a customized test case and a dedicated LAN interface to test SMS via SMPP. Unfortunately, the customer did not have the time or experience to run proper quality testing campaigns even though GlobalRoamer could help them with their daily troubleshooting, benchmarking and monitoring activities.

SIGOS offered a customized consultancy package which would cover all quality testing needs. The SIGOS consultant immediately started off the project with several calls and WebEx sessions to understand the requirements and the critical points of the customer. It was clear that there was a need to run parallel tests and advanced reporting but in-depth expertise was needed which the customer did not have in-house.

The SIGOS consultant firstly ran a couple of specific campaigns remotely to immediately provide useful results for the daily needs. After one or two campaigns, the customer’s confidence boosted and they understood that GlobalRoamer was the right solution!

Finally, an on-site training was organized. The training was not only about general GlobalRoamer usage but it included also a customized session with specific test scenarios and use cases adapted to the customer’s specific needs.

The training was attended from both marketing and network operations teams and even staff from outside the country.

The GlobalRoamer consulting was very productive in turning the customer’s frustration into satisfaction. This was accomplished in very brief time thanks to the consultant listening to and understanding the customer’s requirements and issues. An action plan was developed to make the customer able to use the tool very efficiently and independently. As a first step the consulting was executed remotely to provide real results to the customer in very short time (few days). Finally, the customized training was very important to address direct needs and to provide a basic test and report configuration that can easily be re-used.
Afterwards the customer could take care of the troubleshooting autonomously and evaluate the quality offered by new potential carriers before bringing them into commercial routing.
Performing SMS Verification is essential when different alphabets are used.
After one year, the contract for this particular project was added to the main contract and renewed for the same period. The customer is now very satisfied with the solution and is confident about delivering top quality to customers worldwide.