Our goal as SIGOS is to enable our customers to monitor their services, detect and analyze incidents before they have business impact.
Created in 1994, Bouygues Telecom is a French mobile operator, Internet service, IPTV and Cloud provider, part of the worldwide Bouygues Group. With the explosion of data use, Bouygues Telecom must continue to ensure excellent quality of service and quality of experience for its 13.9 million mobile customers and 3.3 million ADSL subscribers. Currently 88% of population has 4G coverage and 100% is planned by the end of 2018. Because network incidents are critical, not only but especially for Bouygues Telecom’s large business customer base, regular monitoring and testing to tackle disruptions have a direct impact on customers’ experience and loyalty.

**Scope of service and challenges**

Multiple active probes, which do not require fixed IP connection to communicate with the SITE system’s central unit, have been installed at Bouygues Telecom’s network. These probes are shared by 6 areas, located at 6 agencies (North, South, East, West, Center and in the Parisian Region). Because they are strategically placed in the different areas, Bouygues Telecom can trigger the most conveniently located agency to place the probes as close as possible to the location of the incident and perform a variety of tests, such as voice quality, SMS, data speed and browsing over 2G, 3G and 4G.

**Results and Conclusion**

The SITE for QoS/QoE has enabled Bouygues Telecom to perform multiple service tests, analyze results, and detect network problems before they are noticed by subscribers. Furthermore, SIGOS end-to-end active probes were used to run automated QoS tests to proactively alert their Support & Operational teams to investigate incidents in real time. Regarding data explosion, Bouygues Telecom has used SIGOS solution to supervise the most popular websites used by French customers and measure the DNS duration, the downloading rate, and the total loading time. All performance KPIs are being monitored to immediately detect and tackle degradation.

“In case of incident we should resolve it as quickly as possible and in the best way to prevent it from happening again…Thanks to SIGOS we can correct irregularities on time.”

**Dhekra Abouda**

Senior Specialist, Network Performance Management Systems at Bouygues Telecom