Success Story
Early Detection of Network Degradation

KEY FACTS
Customer: Kenyan Operator
SIGOS Product: SITE for QoS/QoE
Scope: Test, monitor and detect performance trends

Improve Quality of Service & Quality of Experience for a Mobile Money Use Case
Safaricom provides a broad range of telecommunication products and services, Broadband Internet and Financial services throughout Kenya. MPESA is the company’s mobile money transfer service, with over 12 million transactions daily and 23.6 million registered users of which 20 million are daily active users. Customer satisfaction is at the heart of their services.

**Scope of service and challenges**
Improved user experience, proactive testing, past change analysis, real-time user experience and flexibility direct impact on customers’ experience

Monitor third-party services, such as banks Customer experience trends using SITE for MPESA Response daily trend, LNM services, MSS withdraw, MPesa Agents Services Response time, daily trend

**Results and Conclusion**
SIGOS Monitor how the system is responding and how the transactions are moving
Perform regression test whenever there are changes on the network and in cases of degradation, be able to detect it early enough before customers notice it.
Track outages, early detection of poor response times and failures insurance services, regression tests
Measure to improve

“Using the SITE System we have seen a lot of improvement. We run tests on a scheduled basis and generate reports to clearly replicate the user experience. It’s an easy system to use, to customize and to fit into the services that we need to prioritize. And then customers are happy.”

Lilian Nyawira
Senior Specialist, Network Performance Management Systems at Safaricom