Quality of Service / Quality of Experience

Success Story
End-to-End Service Assurance

**KEY FACTS**

Customer: Tier 1 Operator in Western Asia  
SIGOS Product: SITE for QoS/QoE  
Scope: Testing and Monitoring of Quality of Service

We have enabled the operator to improve their quality of service and consequently increase customer satisfaction.
CHALLENGES

Türk Telekom is the No. 1 provider of integrated telecommunication services such as fixed voice, mobile, TV and broadband in Turkey with a total of 43.5m subscribers, 88% LTE (4.5G) coverage and 98% of fixed-line household coverage. Türk Telekom faced some service quality issues such as poor voice quality, wrong CLI delivery and high packet loss for certain data services.

PROJECT

Scope of Service and Challenges

SIGOS worked closely with Türk Telekom and translated its needs into a customized expansion of the SITE for QoS/QoE using active testing. Furthermore, a number of Use Cases were activated to test and monitor the required services and technologies for example: LTE, Voice over LTE (VoLTE), Circuit Switch Fall Back (CSFB), Smartphone based Testing, Over The Top (OTT) Services, PSTN, VoIP, CS Voice, and Data. Specifically, the tests were carried out via a combination of SIGOS Hybrid LU, Wireless Local Units and Compact Local Units.

RESULTS

Results and conclusion

As a result of the project above, Türk Telekom’s system can test and monitor services for mobile, fixed and broadband networks. The challenges were successfully addressed enabling the operator to improve their service quality issues and to become proactive. As Türk Telekom invests in new technologies such as 5G and IoT, current features of the SITE system will be upgraded and new ones will be introduced to continue to ensure the best network quality and therefore the best customer experience.

“While using the SIGOS system, we have seen reduction in customer complaints, solved many VIP cases and improved customer satisfaction.”

Kahraman Zaim
Senior Specialist Network Performance Measurement Systems at Türk Telekom