



How are you ensuring a high-quality roaming experience for your subscribers?

## Syniverse Network Monitoring and Alerting

When subscribers suffer from service failure or poor quality while roaming, operators are subject to numerous challenges. The crux of the challenges is that most roamers will complain about roaming problems post-travel. This means that the opportunity to restore service when it was critical for the subscriber has passed, and what ultimately should have been a revenue-gain has deteriorated into a complex customer service issue with the potential of subscriber churn.

**Syniverse Network Monitoring and Alerting**, powered by Total Visibility, provides a holistic approach to solve subscribers' roaming problems efficiently and proactively. Using real-time data to help you serve your subscribers' needs with high-quality service, our cloud-based solution enables you to select the capabilities that specifically address both your features and implementation requirements.

### Benefits

Syniverse Network Monitoring and Alerting is a powerful diagnostic tool that resolves roaming issues for subscribers. Benefits include:

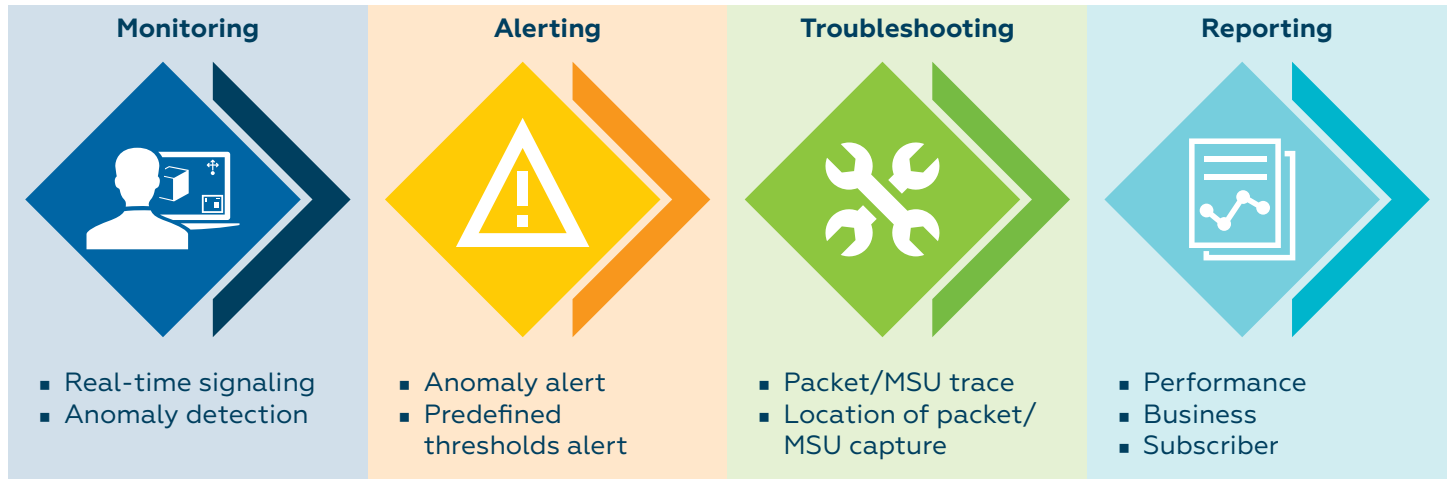
- Reduced cost for the home network
- An enhanced user experience by monitoring the end-to-end roaming process and resolving problems quickly
- Visibility into subscriber-level voice and data roaming, allowing for immediate troubleshooting of roaming problems between roaming partners
- Improved subscriber satisfaction and maximized profitability by protecting roaming revenues

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*We make mobile work*



## How It Works



Network Monitoring and Alerting processes and presents information for:

- **Diameter** for 4G data roaming registrations
- **GSM** for 2G/3G voice and data registration
- **GTP-C** for creating, maintaining and deleting data roaming sessions
- **GTP-U** for measuring data sent during a data roaming session

## Features

The following features are available for Diameter, GTP-C, GTP-U, and GSM Map:

- Heat maps by country and operator
- Current vs. normal operation reporting
- Top roaming partners
- Unique roamer counts
- Proactive alerting
- Roaming partner comparisons
- Real-time roaming session updates
- Operator-level roaming failure alerts
- Historical roaming session queries and reports
- Per operator roaming traffic report
- Roaming success, failure rate, and failure identification
- Subscriber-level management
- Checking of individual roamer activity retroactively

**Get Started Today!**

Syniverse is a global mobile solutions specialist that connects more than 1,500 mobile service providers and consumer companies in nearly 200 countries. We specialize in enabling the world's mobile users to connect with each other regardless of device, network or location. Our advanced cloud-based solutions deliver superior user experiences through always-on services and real-time engagement. For more than 25 years, we have been simplifying complexity to deliver the promise of mobility – a simple, interoperable experience, anytime, anywhere.

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