



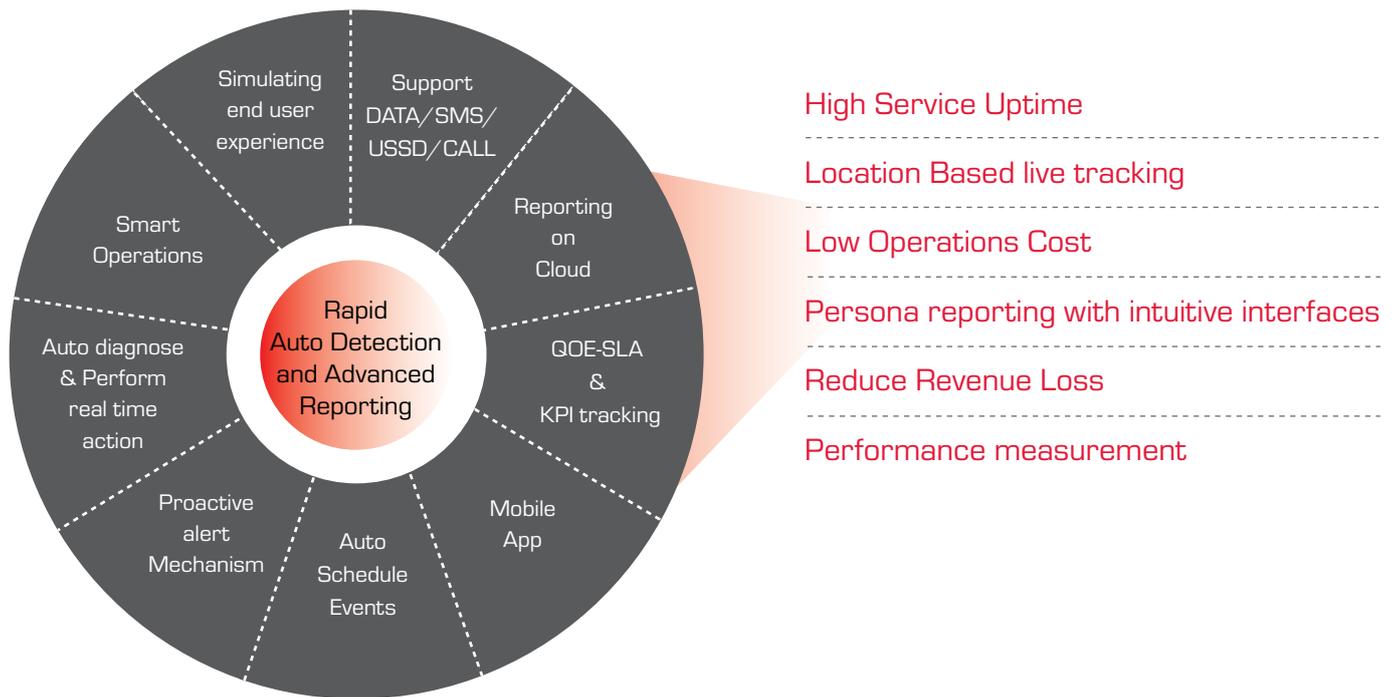
# RAPID AUTO DETECTION AND ADVANCED REPORTING (RADAR)

Today, telecom operators face a plethora of challenges. Apart from wafer-thin profit margins and rapid customer churn, issues pertaining to quality of service (QoS) and quality of experience (QoE) are equally significant. To illustrate, detecting significant event-related patterns from a “live” environment, identifying faults in the service, etc are challenges operators require to contend with.

In this context, Mahindra Comviva’s Rapid Auto Detection and Advanced Reporting is an autonomous model that facilitates the capture of data pertaining to QoE, performance and QoS. This is carried out through a combination of mobile simulation, trend analysis and data analytics. Operators are thus able to detect and fix various service-related issue before their business is impacted.

Mahindra Comviva’s Rapid Auto Detection and Advanced Reporting helps to identify and resolve service-related issues, improve customer satisfaction, reduce churn, and enhance an operator’s market position. The solution’s centralized monitoring module keeps operational costs in check. Moreover, the single system scales easily to monitor large multi-technology services, providing service-wide and heterogeneous technology service management.

Enables real-time and live capturing of Quality of Experience (QoE) and quality of service (QoS) on all services levers through trend analysis and data analytics approach.



## BENEFITS

- Prevents revenue leakage by enabling real-time reporting
- Provides instant notification of key performance indicators extending beyond thresholds
- Automatic end to end measurement of service SLA/KPI's
- Reduce subscriber churn through increased satisfaction
- Irregularities reported automatically
- Shorter error resolution time due to advanced diagnostics
- Quickly deploy service performance test at multiple location
- Test various interfaces and technologies
- Identify issues before customer complaints
- Assure future revenues through product pre-launch testing
- Reduces operating expenditure



Mahindra Comviva is the global leader of mobility solutions catering to The Business of Tomorrows. The company is a subsidiary of Tech Mahindra and a part of the \$17.8 billion Mahindra Group. Its extensive portfolio of solutions spans mobile finance, content, infotainment, customer value management, messaging, mobile data and managed VAS services. It enables service providers to enhance customer experience, rationalize costs and accelerate revenue growth. Mahindra Comviva's solutions are deployed by over 130 mobile service providers and financial institutions in over 90 countries and enrich the lives of over a billion people to deliver a better future. In January 2016, the company acquired a controlling stake in Advanced Technology Solutions (ATS), a leading provider of mobility solutions to the telecom industry in Latin America to strengthen its in-region presence.

For more information, please visit [www.mahindracomviva.com](http://www.mahindracomviva.com)

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