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Expert Software Engineers

NetTester:Warrior Probe

Improving the Customer Experience

Mobile operators need a way to accurately measure the performance of their cellular networks and the quality of the customer experience. NetTester:Warrior Probe has been designed to achieve this goal.

NetTester:Warrior Probe is a distributed and autonomous active probe based solution developed to provide a way to efficiently measure end-to-end performance of wireless networks and then collate performance data throughout the network to determine the customer experience.

Through the early detection of network faults and performance degradation, NetTester:Warrior Probe increases customer satisfaction and reduce churn.

Network performance monitoring

Network feature roll out requires long term performance monitoring to gauge the impact on the customer experience, however traditional methods of measurement across a large geographic area are either too costly or not statistically significant.

NetTester:Warrior Probe is an end-to-end automated wireless monitoring solution that measures a range of data and radio metrics from an end-user perspective to increase operator visibility of the customer's service quality.

The carrier grade solution enables correlation of performance data with radio metrics and network events to identify systemic network faults, feature rollout impacts and network capacity trends.

Customer satisfaction is increased through the proactive identification of faults and allows operators to be responsive to degradations in network performance that would otherwise persist undetected.

NetTester:Warrior
Probe Delivers

Improves the Customer Experience

Monitors the customer experience cost effectively and comprehensively across the entire network footprint. Centralises data for analysis and reporting and secures customer loyalty through quality of service and responsive network operations.

Competitive Advantage

Measures end-to-end performance and an extended range of wireless environment parameters, benchmarking data to demonstrate the impact of changes on the network. Allows mobile operators to roll out features with confidence and be first to market with new network capabilities.

Cost Savings

Reduces operating expenses by automating remote testing and removing the need to send staff into the field for performance monitoring. Reporting across the network provides visibility to business units of performance and customer experience enabling customer interactions to be adjusted as necessary.

NetTester: Warrior Probe Product Specifications

Distributed Compact Hardware Solution

- Supports NetGear and Huawei wireless USB modems (others supported on request)
- Remote access and configuration
- Back channel communication over cellular network
- Automated recovery from power and network outages
- Probe hardware can be procured to local specification
- Minimum spec, x86, dual core, 2GB RAM, 30G HDD

Cellular Capabilities

- 3G and 4G (LTE) network support
- Band locking
- Technology locking

Measurement

- Upload and download throughput (layer 3 measurement, max, average, individual samples)
- Network latency
- Network availability
- Capture of radio environment parameters (RSSI, RSCP, EcIo, RSRP, RSRQ, SNR, CQI)
- Logging of events (e.g. cell change, loss of coverage)

Management & Reporting

- Advanced results charting
- Map and list based probe views
- Aggregation and comparison of performance results by location, state or nationally
- Centralised probe test configuration
- Probe group management support
- User management
- Remote modem AT command execution

Mill Software. The company behind the innovation.

As expert software engineers, with significant experience in telecommunications, we've been developing products and solutions for our customers for over 15 years.

Our customer focussed approach ensures we find the best-path-to-market, delivering commercially viable, effective solutions.

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