

MOST™ Real-Time Quality Manager

MOST Real-Time Quality Manager provides detailed information to support active service level management at both ends of the network and facilitates comparisons of carrier quality for procurement and routing.

MOST Real-Time Quality Manager collects actual traffic data in a non-intrusive way, which is processed and analyzed in real-time. It produces a number of detailed 'up-to-the-minute' quality statistics with real-time alerting to allow proactive corrective action.

MOST Real-Time Quality Manager is part of a modular software suite that covers the entire Wholesale process from Buy rates, Quality and Traffic management, Agreement Management, Routing decisions and Sell rates.

Business Issues

Within the marketplace, wholesale buyers are increasingly willing to pay a premium price for high quality routes and services – more and more quality is being used as a competitive differentiator. The main driver for measuring quality is to ensure service levels are met, particularly if they are premium rated and to highlight carriers with unacceptable service levels.

There two methods of measuring Quality. The first is by intrusively making test calls onto the network consuming bandwidth. This method however generates additional costs and is only able to measure quality at the point in time the test calls are made. The second is the non-intrusive method used by MOST Real Time Quality manager which extracts Quality information from UDRs gathered from the network without consuming bandwidth or incurring extra costs and is able to continuously monitor quality minute by minute on a 7*24*365 basis.

MOST Real-Time Quality Manager Overview

MOST Real-Time Quality Manager is a comprehensive non-intrusive quality testing system, which monitors and measures the quality of service (QoS) of network traffic for all carriers, routes and destinations. Actual traffic data is analyzed through the real-time processing of UDRs.

The resultant data is enriched and subsequently analyzed to produce detailed quality statistics such as

- ASR - Answer Seizure Ratio
- ABR - Answer Bid Ratio
- NER - Network Efficiency Ratio
- ACD - Average Call Duration
- MCT – Mean Conversation Time
- PDD/ PGRD/ PGAD - Post Dial Delay with Post Gateway Ringing Delay and Post Gateway Answer delay

All these metrics are analyzed against time-of-day, carriers, destinations and service levels to provide comprehensive data analysis.

The analyzed quality metrics are presented to the users using a market-leading analytics reporting engine. This provides a broad set of 'easy-to-use' standard reports and alerting based on user defined thresholds.

MOST Real-Time Quality Manager Benefits

Improved Business Management in the implementation of revised routing plans and the communication between carrier services and switching to maintain consistent service levels.

Delivers **Service assurance** with alarms and alerts against failing service levels. Provides confidence of **consistent Service levels** for Carriers supplying traffic who will continue to receive traffic and potentially grow traffic volumes.

Real-Time Non-Intrusive Quality Measurements & Monitoring on all destinations ensures that customer satisfaction is maintained and carrier selection is improved.

'Up-to-the-Minute' Data Presentation with Quality metrics generated directly from the network traffic ensures that the Quality metrics are as accurate and 'up-to-the-minute' as possible. This gives the carrier the ability to immediately react to any changes in achieved quality.

Historical Data analysis to analyze and view historical trends on any carrier, route or destination allowing proactive action to be taken before a breach in quality thresholds occurs to prevent reduction in customer service levels.

Includes **UDR correlation** to provide the most detailed and accurate data possible and therefore the best quality, cost, revenue and margin information for reporting and business operations purposes.

MOST Real-Time Quality Manager Deployment

Multiple Delivery Options

MOST Real-Time Quality Manager can be uniquely delivered in a number of options:

- **'On Demand'** in a secure managed 24*7 operation with zero operational impact
- **Installed** with small footprint and low operational impact
- **Managed Service** including all Data management

Historically, companies were required to buy, build, and maintain their own IT infrastructures despite exponential costs. On-demand computing gives companies an alternative. Now they can use applications built and run on a world-class infrastructure and delivered via the Internet. This enables companies to decrease total cost of ownership saving by up to 90%, reduce implementation risk, decrease time to value and focus on business, not on technology. The value our existing companies have experienced with on-demand computing far exceeds what they can expect with traditional software.

Modular Approach

Seamlessly add other parts of a modular software suite to cover the entire Wholesale process.

Industry Proven

Prime Carrier's products are proven to deliver significant cost savings, Margin improvements and accelerated Return-on-Investments.