



Virtual Home Environment

Our solution corrects dialing mistakes and allows roamers to use familiar home short codes so they can dial as if they were in their home environment. This increases the number of completed calls while subscribers are roaming, which boosts the customer experience and generates revenue.

Many mobile subscribers are inexperienced in making calls while roaming. Often they cannot dial directly from their mobile devices' phone book while traveling abroad, preventing them from making international calls. This not only creates subscriber frustration from the inability to access their service, but it also prevents you, as a mobile operator, from fully realizing revenue due to the lack of calls made by your subscribers. Plus, your subscribers endure a poor user experience and blame you for it, decreasing overall satisfaction and potentially leading to churn.

Syniverse Virtual Home Environment (VHE) increases the percentage of completed calls for both inbound and outbound roaming subscribers by enabling home-environment functionality while subscribers are roaming. Our solution corrects dialing mistakes and allows roamers to use familiar home short codes so they can dial as if they were in their home environment. This increases the number of completed calls while subscribers are roaming, which boosts the customer experience and generates revenue.

Turn to Syniverse and our 25-year heritage as a trusted mobile industry intermediary to deliver these benefits and more to both you and your subscribers through our Virtual Home Environment solution.

Benefits of Virtual Home Environment

- Grows average revenue per user (ARPU) by increasing the number of completed calls and the amount of roaming traffic on your network.
- Improves subscriber experiences and reduces the amount of customer complaint calls by allowing easy access to home network services like phonebook dialing, home network short codes and voicemail retrieval while roaming.
- Decreases churn because customers grow more satisfied with their service.
- Minimizes costs by up to 40% and improves roaming margins. Save on:
 - Upfront CAPEX – the service is provided on a service-bureau basis.
 - Maintenance costs – Syniverse operates and manages the service.
 - Operating costs – no platform license upgrades are required by Syniverse.

Features of Virtual Home Environment

- Intelligent Call Assistant – corrects misdialled numbers by determining if corrections are required based on the visited country, home network numbering plan or short codes, allowing roamers to dial numbers directly from their phonebooks.
- Short Code Dialing – provides easy access to short code numbers such as voicemail or operator assistance.



About Syniverse

Serving more than 900 mobile operators, cable and Internet providers, and enterprises in over 160 countries, Syniverse Technologies offers market-leading solutions that simplify the complexities of roaming, messaging, network interoperability and business intelligence for mobile operators, MSOs, enterprise verticals and emerging mobile providers.

- Intelligent network (IN) platform allows you to launch services quickly and cost effectively without requiring existing architecture replacements. The platform reduces IN infrastructure costs by:
 - Allowing you to deploy multiple services on one platform, instead of having to deploy multiple point solutions.
 - Taking advantage of the most modern servers and equipment, thereby providing the best possible price performance.
 - Allowing you to share IN resources across multiple operating companies by using the IN platform's multi-tenancy architecture.
- Supports business continuity with cost-effective, hosted, highly available and fault-tolerant architecture.
- Industry standard (JAIN SLEE) with telco-grade availability (99.999%).
- Future proof - enables application convergence between IN and next-generation SIP/IMS networks.
- Full reporting set available via CrossroadsSM with the following details:
 - Total amount of corrected calls
 - Total amount of corrected short codes
 - Invoice Reconciliation Report

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