



# Proactive Roaming Data Analysis VisProactive

Syniverse VisProactive ensures you consistently deliver high-quality service by proactively identifying network abnormalities, such as voice, data and messaging registration failures and overall traffic patterns to efficiently solve issues before they affect your subscribers.

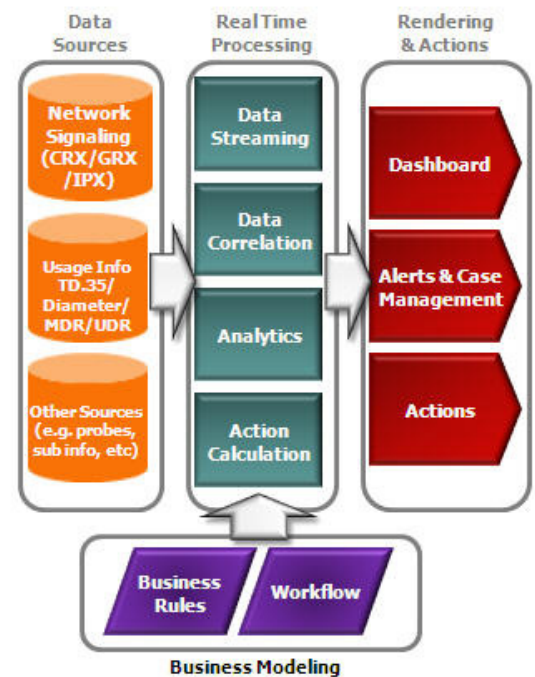
Current methods for detecting roaming issues and analyzing disruptions on visited networks are often reactive, failing to make progress until after problems have been reported. This leads to a poor roaming experience for subscribers as they must deal with interrupted service and face lengthy issue-resolution times.

**Syniverse Proactive Roaming Data Analysis - VisProactive** ensures you consistently deliver high-quality service by proactively identifying network abnormalities, such as voice, data and messaging registration failures and overall traffic patterns to efficiently solve issues before they affect your subscribers.

By leveraging data from Syniverse Visibility® Services, which has been helping mobile operators solve network issues for more than 10 years, VisProactive gives you a proven, reliable, way to reap the benefits of confident, satisfied customers.

## Benefits of VisProactive

- Increases effectiveness of your roaming analysis by detecting issues in real time, allowing you to resolve them as quickly as possible.
- Improves customer satisfaction and retention.
  - Enhances quality of service through proactive customer care and usage tools that detect issues before they affect subscribers, providing a consistent user experience.
- Maximizes profitability via streamlined, end-to-end automation.
- Enables you to better manage roaming complexity by:
  - Adapting to technology changes like migrating to 4G.
  - Complying with regulatory mandates.
  - Managing regional alliances.
  - Providing user-friendly dashboards.
  - Centralizing analysis and commercial actions.
- Improves margins by optimizing wholesale costs, maximizing retail income, assuring revenue and monitoring fraud.



## Features of VisProactive

- Fully scalable, operator-grade system with high-end disaster recovery mechanisms.



## About Syniverse

Serving more than 900 mobile operators, cable and Internet providers, and enterprises in over 160 countries, Syniverse 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.

- Actionable events are driven by real-time intelligence engine.
  - Data sources collected are analyzed as they happen to determine "conditions" that warrant research, provide general information and/or trigger actions.
  - Contains rules to define system monitoring controls and thresholds.
  - Intelligence correlates data sources to match conditions for research.
  - Historical data warehousing used in trending analysis.
- User-friendly dashboards:
  - Offer enhanced dynamic user interface rendering of information from real-time intelligence engine.
  - Provide drill downs and links to existing systems for research purposes.
  - Display trending and analysis results.
  - Are available based on key performance indicator (KPI) selections that are system- or user-defined via CrossroadsSM, Syniverse's secure web portal.
- Enhanced alerting mechanisms.
  - Alerting configuration: pre-defined thresholds, multiple severity levels.
  - Alerting capabilities via delivery to alarm case management tool.
  - Alarm case management tool reviews and manages alerts created by the alert module.
- Supports all technologies (GSM, CDMA, etc.), including 4G in the future.
- Network and usage data sources.
  - Data sources will be phased into product.
  - Network data sources by technology: GSM, CDMA, etc.
  - Future network data sources: CAMEL, ISUP, Gtp v2.
  - Usage data sources: "billing" record types (UniRoam® AAA Radius, TAP, NRTRDE and CIBER).

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