

Network performance excellence for 5G-SA & EPC User Plane Traffic



Cover your specific use-case in the most cost-effective way

Key Features

SaaS - Remote installation!

DataMon can be installed and operated on your hardware even remotely!

Real-time Control & User-plane

xDRs with VIP fields correlated in real-time summarise all the activity of your subscribers.

Web-based GUI & export to 3rd party systems

Visualise in our intuitive web-based GUI, export to your Big-Data system or both!

Real-time KPI dashboards

Multiple charts in a single view provide real-time information of the network's health based on subscribers' experience KPIs.

Anomaly detection & notification

24/7 evaluation of all calculated KPIs. Based on AI models any kind of "abnormal" deviation is reported in the GUI (Roadmap item).

Notifications via email and SMS are also available.

SNMP support allows for easy integration to existing NOC tools.

Use cases

Security & Fraud

"I would like to keep track of the IP addresses my subscribers are using over time"

"I would like to know which applications my subscribers are using"

Lawful interception

"Store VoLTE calls and internet traffic for specific subscribers"

Applications' outages

"Why I cannot connect to Facebook?"

Customer Care

"I bought a new phone and all my VoLTE calls drop after 1 minute"

"I am abroad and I do not have internet on my phone"

B2B

"Monitor and report on the SLA Agreement of my m2m and IoT new customers"

Billing reconciliation

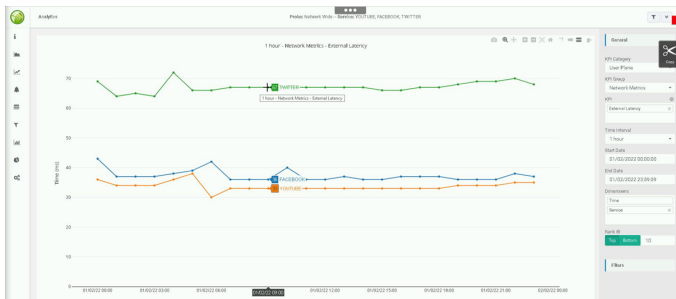
"I have not downloaded all this data on my phone"

Does latency matter?

Subscribers' experience is affected by latency or the round trip time between their device and the server of the application or the web page they are using.

This "delay" consists of two parts: internal and external latency. Internal latency is defined between the device and the gateway of the operator. External latency measures the path between the gateway and the server of the application or web page used.

External latency can be seen in the snapshot below for 3 popular services. The absolute difference between them is not important. What really matters is their performance over the time of day: it is "flat" 24/7 regardless of the busy hour of the operator.



How about internal latency then? Internal latency is affected by the operator's load: access nodes, gateways but most important the transport network between them. The snapshot below shows significant variations that depend on the time of day.



During non-busy hours delays are minimised while during busy hours are increased and almost double for many hours during the day.

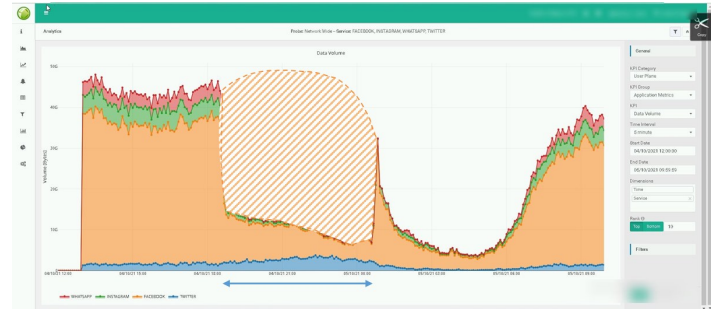
For browsing, that means that the same web-page could take longer time to download during busy hours. Given the fact that "busy hours" are no longer a "9 to 5" thing, latency plays an important role into customers' perception of Quality of Experience.

In the snapshot above, internal latency increases for a number of services are shown during busy hours. Values are lower, thus performance is better, only during the early hours of the of the day.

Facebook outage - Immediate notification

Within 1 minute of the incident an alarm was raised and notifications were sent to the relevant teams.

The dashed line above shows the data volume impact for Facebook, Instagram and WhatsApp; Twitter which had not been affected is shown for comparison purposes.

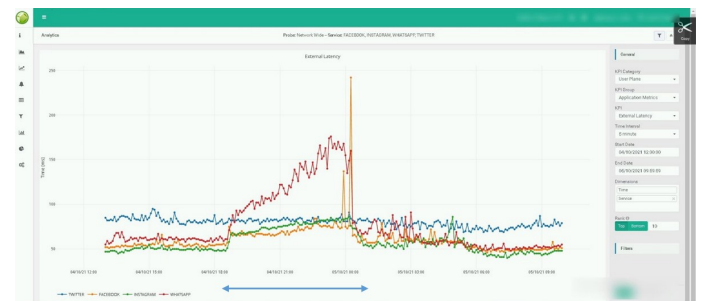


Is it my network or the service provider?

To verify the source of the problem another KPI was analysed as well.

External latency for the same applications increased as soon as the incident started; performance for Twitter remained unchanged.

This is an indication that the problem lies within the area of the service provider, beyond the operator's network.



Want to know more? Interested in a demo?

Access real-time information with a few clicks. With its hundreds of different views and plenty of use cases various departments in your organization can benefit from DataMon: from engineering to customer care, NOC & NMC and B2B.

Contact us to find out how DataMon can make your day-2-day life easier!