Managed IREG testing and operations

A total outsourced solution for international roaming testing and operations

Overview

Maintaining effective roaming services is critical for every mobile telecom operator as subscribers go mobile within and outside the country. To enable subscribers to use visiting networks, operators need to have roaming agreements with other operators in the visiting region or country. Some of the key functions a subscriber expects while using services in a visiting network include:

Automatic or manual network selection

Make outgoing calls

Receive incoming calls

Use data network

Transform operations | Drive efficiencies | Accelerate revenues | Enhance customer experience

Service offering

TCTS takes a holistic approach in providing testing and execution services for international roaming business of operators worldwide. TCTS manages the following functions of international roaming for operators:
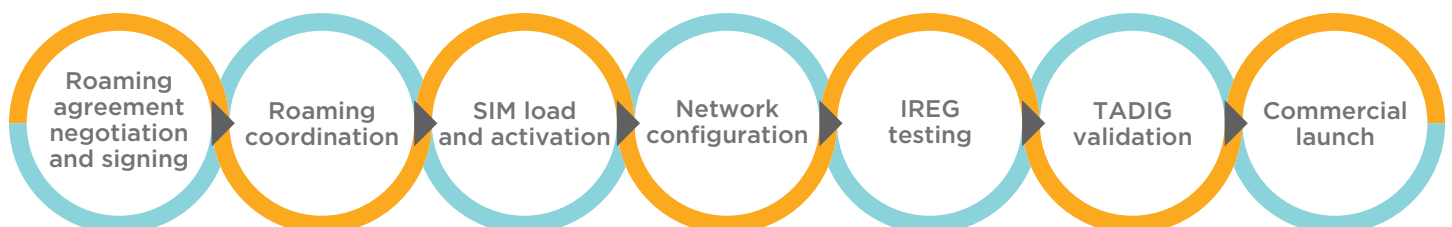
- International roaming business and strategy management
- International roaming agreement management and co-ordination
- Roaming partners/ GRX/ IPX/ SCCP/ HUB techno-commercial co-ordination and management
- Signaling and roaming network management through TCL mobility portfolio services
- IREG and TADIG testing execution for new interconnection/ services build with roaming partners
- SIM management for roaming testing
- Roaming QoS monitoring and troubleshooting
- Performance management of mobility roaming of voice and data services
- Revenue assurance and audit services of roaming services
- Operations of a full-time roaming department

TCTS services are customisable to client requirements, where services are cost effective, flexible, reliable allowing clients to meet their individual needs.

Since TCTS delivers services through knowledgeable resources in managed services partnership model (be it onshore, offshore or hybrid); it can assist mobile operators to efficiently manage their roaming business and revenue growth.

TCTS leverages its parent company, TCL's extensive experience in managing signaling and roaming services under TCL mobility services portfolio.

A typical new roaming partner interconnection involves:

Roaming agreement negotiation and signing → Roaming coordination → SIM load and activation → Network configuration → IREG testing → TADIG validation → Commercial launch

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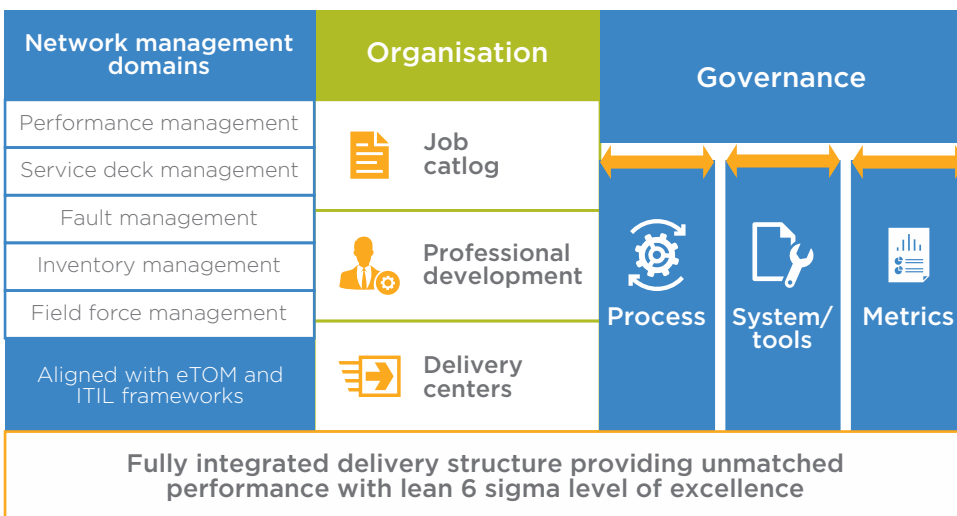
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TCTS uses following tools for providing end-to-end managed IREG-TADIG testing execution:

- TCTS partner's automated testing platform (hosted model) for efficiently conducting IREG outbound testing with new roaming partners wherever agreed. This hosted testing platform has probes installed in about 190+ countries covering 700+ mobile networks
- Analytics platform for required performance reports as per client needs
- Signaling analysers for any troubleshooting and test completion

TCTS partner's hosted testing platform setup schematic

SIM multiplexer

Central unit system

LAN/WAN

Local unit(LU)

Local unit(LU)

Clients via web

Clients via web

Local unit(LU)

TCTS managed services blueprint model

Network management domains	Organisation	Governance		
Performance management	Job catlog			
Service deck management		Process	System/ tools	Metrics
Fault management	Professional development			
Inventory management				
Field force management				
Aligned with eTOM and ITIL frameworks	Delivery centers			

Fully integrated delivery structure providing unmatched performance with lean 6 sigma level of excellence

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Service features

- Gives option to entirely replace existing testing processes
- Provides expertise in GSM, GPRS, CAMEL, 3G and LTE roaming testing
- Handles full end-to-end testing for IREG and TADIG
- Uses SLA and escalation procedures in case roaming partner is not coordinating as expected
- Offers process transparency and constant status updates
- Proven service delivery using onshore/ offshore/ hybrid delivery models
- Centralised delivery centers following industry standard delivery processes
- An automated partner-hosted testing platform for conducting common as well as individual outbound roaming testing with new roaming partners

Value proposition

- TCTS considers each test request from client operator and its roaming partner as a project and uses proven project management methodology to deliver tests in optimum time and enables client and its roaming partner to launch their roaming services quickly
- Maximises roaming revenue by investing in a controlled, timely and efficient service management so as to cater footprint growth and quality maintenance
- Avoids overall roaming testing burden on internal network teams by relying on an independent, dedicated team of experts who will strive for efficient roaming testing execution
- Increases roaming footprint quickly leveraging wholesale cost benefits
- Focuses on internal resources for critical production activities
- Leverages the vast expertise and knowledge of TCTS resources managing signaling network spanned across globe

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