Subscriber Provisioning Testing and Monitoring

How accessible is your service?

Subscribers are a mobile operators life blood. When subscribers need to provision new devices or alter services, they often do so via a Mobile Operators publicly available website or app. Using these online services can sometimes be a challenge for subscribers in terms of expediting provisioning of new or existing devices and services. Something as simple as switching data plans or switching to different OTT service tiers, such as HD/4K video, are services subscribers expect to happen quickly. When these expectations are not met because of issues with provisioning elements, calls are generated, and subscribers will sometimes abandon their request or even churn and go with another Mobile Operator. The result is lost revenue, lowered reputation, and sometimes churn.

Sometimes these provisioning issues are obvious to Ops teams, but because of the complexity involved with these systems, spot checking individual components in the service chain doesn't really help a mobile operator understand how their services are performing for their users.

Provisioning elements could be spread across multiple different types of infrastructure, across device types, and across teams, but ultimately understanding all the permutations of potential provisioning paths need to be measured in order to truly understand how subscribers are experiencing your service. The only way to truly understand how your users are experiencing your services is to replicate their traffic patterns and repeatedly test these subscriber-journeys across devices, infrastructure, and provisioning elements.

Subscriber Provisioning Testing & Monitoring for Today's Proactive Mobile Operator

Apica has been monitoring critical services for almost 2 decades for some of the largest names on the Internet. Critical services such as banking, connected cars, streaming services, etc. have all been made better by using Apica's Ascent platform to proactively test and monitor critical service journeys. With provisioning services, these problems become more complex because of the sheer number of different provisioning paths. Being able to test and monitor how subscribers experience your services in context is critical to understanding how your network provisioning elements will perform for your subscribers. With Apica, Mobile Operators can understand how their critical provisioning services are performing from your subscribers' perspective during both pre and production environments by replicating subscriber behaviors. This enables operators to understand one of the most important parts of the business, how subscribers experience the provisioning of services.

Architectural Flexibility: Flexibility to support any infrastructure type as well as on-premise and cloud testing and monitoring options. If it has a network connection, we can test and monitor it.

Complexity Simplified: Easily build complex subscriber journeys that reproduce real business functionality with advanced scripting functionality and support from our team of streaming experts.

Business-critical Outcomes: Ensuring your SLAs for services performance are up to customer expectations. Before releasing new features or altering anything in the service path, operators can ensure successful outcomes by integrating full performance tests into their release cycle and benchmark their backend service delivery with associated services such as sign up, registration, and measuring service alteration/provisioning changes.

Continuous Intelligence: See results presented in Interactive dashboards with waterfall graphs, trend reports, and summaries providing reliable insights on performance and availability.

Global Organizations Use Apica

Flexibility for advanced application testing: Apica's powerful scripting engines provide the capability to test the most sophisticated applications, giving a level of visibility into the user experience not previously achievable.

Dependable integrations: Plug and play integrations with APM, ITSM tools, and Grafana dashboards to help enhance your monitoring and testing tools for better insights for your operations teams, increasing their productivity and efficiency.

Bring your own scripts: Integrated scripting tools allows you to bring your scripting investments to the table along with advanced built-in checks to meet and exceed the testing demands of modern DevOps and QA teams.

Highly scalable and secure: Measure performance under load with full visibility into application through modern security elements, such as multi-factor authentication and smartcards.

Advanced scripting capabilities: Allows you to monitor all types of applications from chained API calls, thick client and legacy applications, and multi-service applications.

Track new product releases: Easily track new product releases and their stability after it has been released into production.

SLA monitoring: Guarantee the availability of your applications, whether internal or external, and monitor your cloud vendor SLA agreements through active monitoring of legacy and cloud infrastructure applications (to keep vendors honest).

Managed service: Apica's managed services team helps financial organizations dial in the monitoring and testing capabilities needed. By anticipating the organization's needs, new solutions are quickly rolled out while internal teams learn the technology.

The Right Platform

Whether providing telecommunications services for institutions, corporations, or individual customers, all global telco companies need to significantly reduce internal monitoring management hours and lower overall costs.

Apica offers a unified testing and monitoring platform that can be used to solve the most challenging subscriber testing and monitoring scenarios, across platforms, devices, transport mediums, and infrastructures. Our advanced tooling and years of experience have helped some of the biggest names on the Internet plan, prepare, and execute application and service changes in a cost effective and highly efficient manner to the delight of their users. Let us show you what we can do.

Schedule a demo today→

Whether your Fortune 100 or the next big startup, Apica's best-in-class testing & monitoring platform helps companies ensure their products are always performing

VOLVO   **verizon✓**

Telia Company   **MetLife**

Apica