Service Assurance for WiFi Offload Services

Advanced testing & monitoring provides service visibility to the customer's edge.

The explosion of personal and IoT devices over LTE, and 5G networks has overwhelmed the capacity of the licensed spectrum. This led carriers to implement WiFi offloading at scale to expand their capacity, conserve precious spectrum, and provide improved service–especially in RAN-hostile environments, like modern office buildings. Carriers have made tremendous progress over the last several years in service reliability and seamless handovers. But WiFi offload scaling has resulted in the expansion of "the carrier network" beyond their traditional physical CO and tower borders into customer and public WiFi environments, introducing uncontrolled network variables. When offloaded service performance begins to suffer, how do we isolate where the problem lies?

Traditional monitoring focuses on individual components and services and is almost exclusively initiated from within the controlled environment of the carrier's infrastructure, providing no data about the real-world performance of UE workflows. Apica can perform the same call flow the UE executes when handing over to WiFi infrastructure. But it can do so from known, controlled locations at regular intervals to eliminate the variability of customer infrastructure. This gives you the workflow observability you need for your services without the interference of the customer's equipment. Now when there are customer issues, you have the performance data of your environment. So, you know immediately whether the issue is in the carrier or the customer environment, saving time and money, and preserving the customer experience.

Testing and Monitoring for Today's Proactive Mobile Provider

Since 2005 Apica has been testing and monitoring critical application and service performance for some of the biggest names on the Internet. With more people and businesses relying on mobile network performance, it is critical that mobile operators provide consistent high-level service to their subscribers across devices, transport mediums, networks, and infrastructures. As such the same tools used for pre-production testing of security and performance should be used to monitor the same critical infrastructure in production. When new problems arise, tests can be replicated for reuse in future pre-production testing to ensure that problems do not recur in the next product. The same tests, known as subscriber journeys, are repeated across all different permutations of infrastructure, from operator owned DCs, to private cloud/NFV, to public cloud infrastructure, to ensure that a consistently high level of service for your subscribers. The Apica Ascent platform delivers these benefits:

Architectural Flexibility: Apica delivers 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: You can easily build complex subscriber journeys, reproducing real business outcomes with advanced scripting and support from our team of streaming experts.

Business-critical Outcomes: Ascent helps ensure 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. You can also benchmark their backend service delivery with associated services such as sign up, registration, and measuring service alteration/provisioning changes.

Continuous Intelligence: Ascent presents results 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**