

Reduce Reliance on Costly Drive Testing

THE OPPORTUNITY

The field technicians for a rural telephone company offering wireless services were more than a four-hour drive from their offices in any direction when dispatched to collect data. While the company spent many thousands of dollars each month on drive testing, engineers still did not feel they were getting the data they needed to make accurate decisions.

How would they minimize reliance on drive testing?

THE DETAILS

By bundling an investment in NETSCOUT's TrueCall® software with relevant training courses, the company's engineers began to visualize their network within hours of initial install.

Instead of drive testing, they now use actual customer data to resolve significantly more trouble tickets and network issues than they could previously manage.

THE RESULTS

The TrueCall implementation achieved significant savings and increased efficiencies. With an estimated reduction of 50% in field drive testing requirements, TrueCall paid for itself within six months.

Drive testing is expensive and time-consuming. Depending on network loading and user activity, it can also be non-repeatable and fail to detect customer problems.

With TrueCall RAN engineers and field technicians can:

- Use live data immediately from the desktop
- Pull large amounts of data for specific times and areas of interest
- Filter on key fields to speed processing and drill down
- Pinpoint problem areas for analysis using phone number searches to accurately resolve customer issues in minutes



Reduce drive testing by
50%

TrueCall paid for itself
within six months.

Spending too much on drive testing? Reduce the associated costs and let your customers do it for you. Find out how TrueCall can help.



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