Quality of Service

In today's competitive carrier environment each carrier needs an edge to ensure they extract the maximum amount of information from their systems.

One of the biggest challenges is "visibility" of the calls through the network in near real-time. It is difficult, if not impossible to predict the call flows based on the rate sheets used and this often result in a significant revenue loss when undetected.

Quality is now becoming the **currency of differentiation**. Quality service offerings and control is the way to separate a mediocre carrier from a progressive and measured contender. QoS is usually measured as Mean Opinion Score (MOS) or R-Factor. Both are measures of quality related to each other in a roughly linear fashion.

R-Factor	MOS	User Experience
90	43 (4.3)	Excellent
80	40 (4.0)	Good
70	36 (3.6)	Fair
60	31 (3.1)	Poor
50	26 (2.6)	Bad

A better quality call almost always results in a longer duration call, greater customer retention and satisfaction. Different management systems used across different vendor equipment make it difficult to get a precise holistic view of the quality of a call through the network. Adaptiv solves this issue by offering a simple solution across multiple vendor equipment.

QoS Monitoring & Alarming provides a near real-time quality measurement of calls. Adaptiv provides assurance and protection against poor network performance with early detection and alarming of any anomalies. Alarming can be done across carriers and/or regions, offering fine-grained alarms.
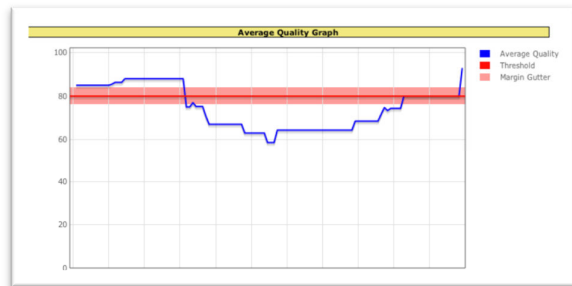
Reporting provides a measure of how carriers are performing with crucial evidence of the actual quality of their service. Using Adaptiv's Analytics a carrier can easily visualise the quality performance of its suppliers and regions over extended periods of time.
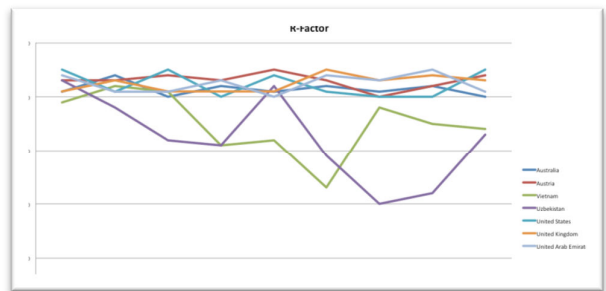
Conclusion

Adaptiv offers a real solution to network visibility and monitoring of Quality of Service.

Adaptiv provides a consistent alarm interface across multiple devices reducing operator adoption time.