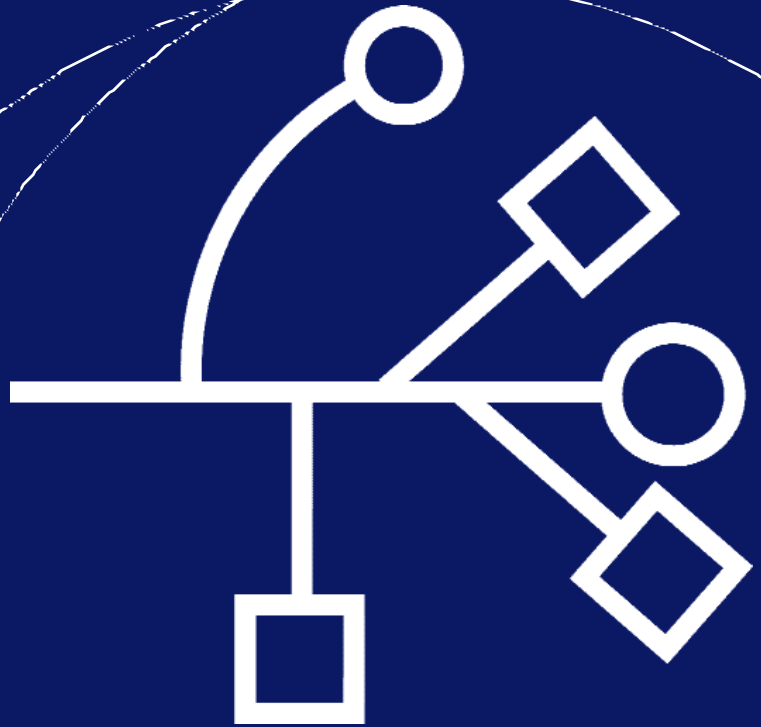


# UQoS INSIGHT

-A scalable network support tool



- Fraud monitoring with alarms
- Performance and QoS reports
- SLA and Billing verification
- Excellent scalability - grows with your requirements

UQoS INSIGHT is designed to meet the requirements of network operators challenging the incumbent operator. Being a complete and scalable solution for Fraud, Performance and QoS monitoring, it provides an efficient tool for a growing organisation.



Your customers will notice



## CHALLENGES

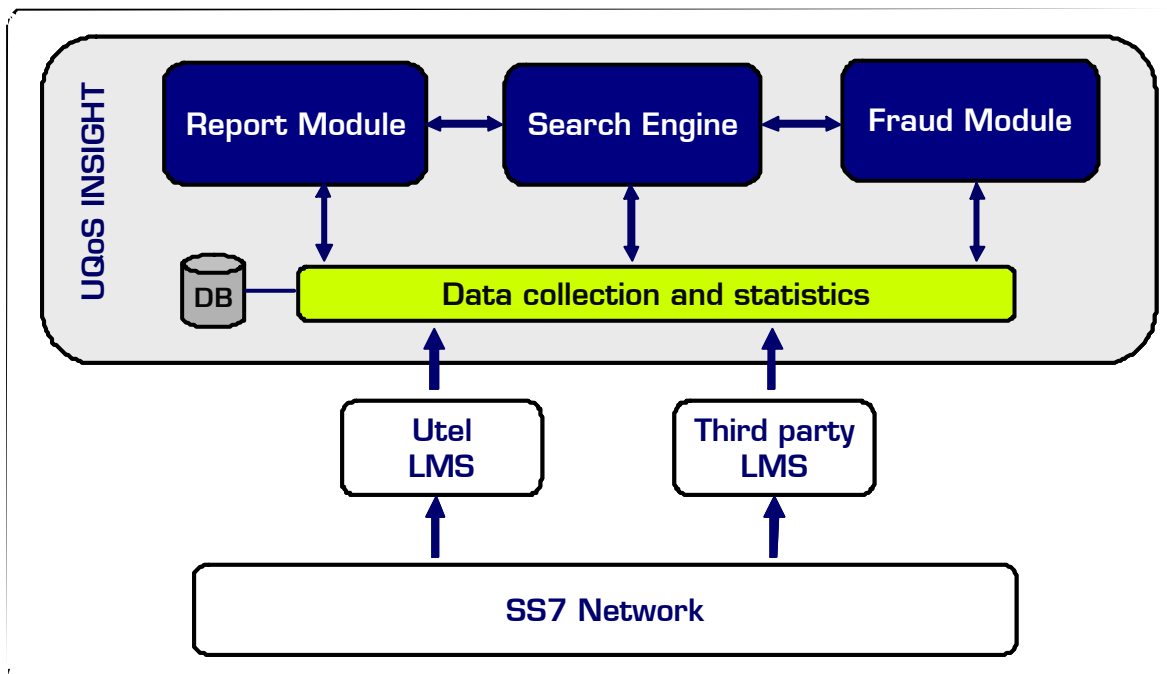
The new entrants in the deregulated telecom market face a number of important challenges:

- Minimise fraud
- Control and improve network and service performance
- Verification of SLA requirements
- Billing verification
- Limited resources to handle a complex network

UQoS INSIGHT assists the network operator in his efforts to be on top of these challenges.

## PRODUCT DESCRIPTION

UQoS INSIGHT is a compact support tool for fraud detection, interconnect surveillance, planning and error tracking. The figure below illustrates the system.



*Call Detail Records (CDR's) from a SS7 Link Monitoring System (LMS) serves as input for UQoS INSIGHT. As indicated in the figure, the LMS can either be provided by Utel Systems or by a third party.*

### FRAUD MODULE

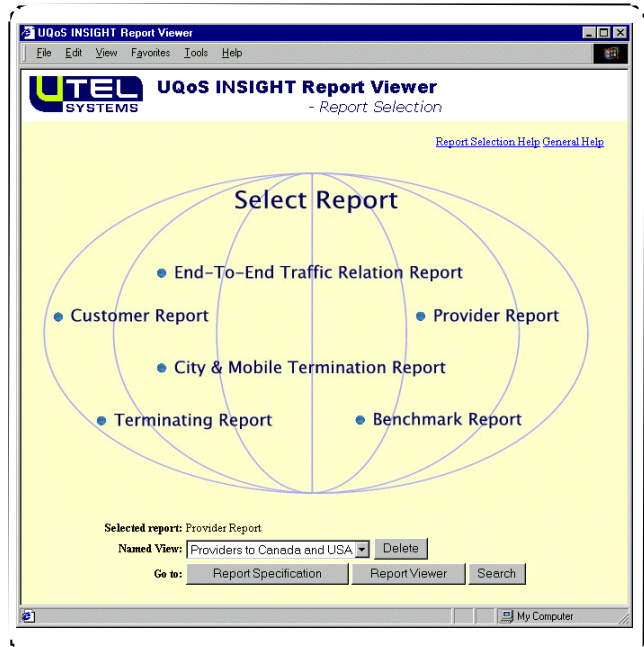
The Fraud Module offers continuous, near real time monitoring of your signalling links. Alarms are generated upon detection of irregular call patterns. Detailed Fraud reports based on the alarm information can be generated immediately for further investigation and action.

### REPORT MODULE

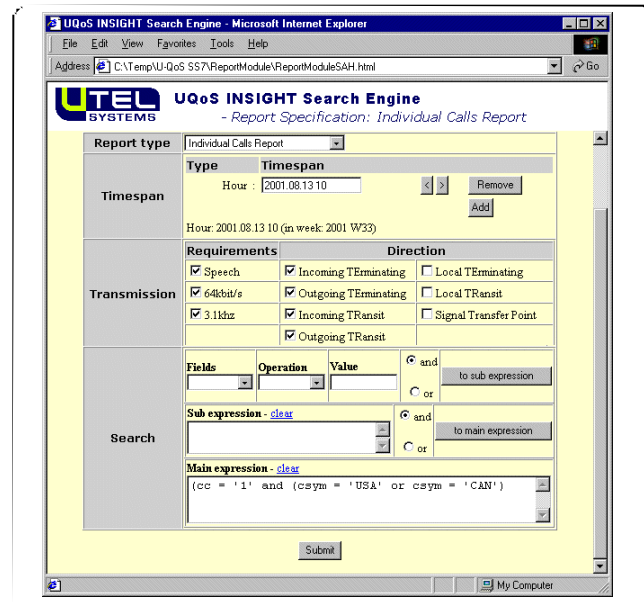
The Report Module provides different business views of the network and service performance/quality. Examples of views are QoS reporting on customers, providers, services, countries and cities. The application also gives comprehensive support for user defined views/reports. Access to the contents of any CDR is provided directly by means of point and click..

### SEARCH ENGINE

The Search Engine is in essence an advanced, user-friendly call query application, providing the user with easy access to all available information down to single call details.



From the "Report Viewer" menu a set of different QoS reports are available.



The screen above shows an example of Search Engine usage filtering on all calls to USA and Canada. The main expression is generated by choosing the required values in the fields 'Fields', 'Operation' and 'Value' in the Search section.

# UQoS INSIGHT

## KEY FEATURES AND BENEFITS



Feature	Customer benefit
Instant Fraud Alarms	<ul style="list-style-type: none"><li>• Minimise cost directly and indirectly related to fraud.</li></ul>
Performance and QoS reports	<ul style="list-style-type: none"><li>• Increase customer satisfaction and loyalty through objective SLA documentation.</li><li>• Increase revenues through verification of the billing system.</li><li>• Reduce cost through controlled and optimal utilisation of network resources.</li><li>• Monitor performance of your providers.</li></ul>
User specified reports	<ul style="list-style-type: none"><li>• Easy access to any user specific information.</li><li>• Gain knowledge of customer call patterns.</li></ul>
Search Engine	<ul style="list-style-type: none"><li>• Time and cost efficient error tracking.</li></ul>
Web-based	<ul style="list-style-type: none"><li>• No application installation - only MS Internet Explorer required on client side.</li><li>• Well-known user interface requires minimal training.</li></ul>
Scalability	<ul style="list-style-type: none"><li>• The system grows with your organisation and requirements.</li></ul>

Please contact Utel Systems for further information regarding this product.

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