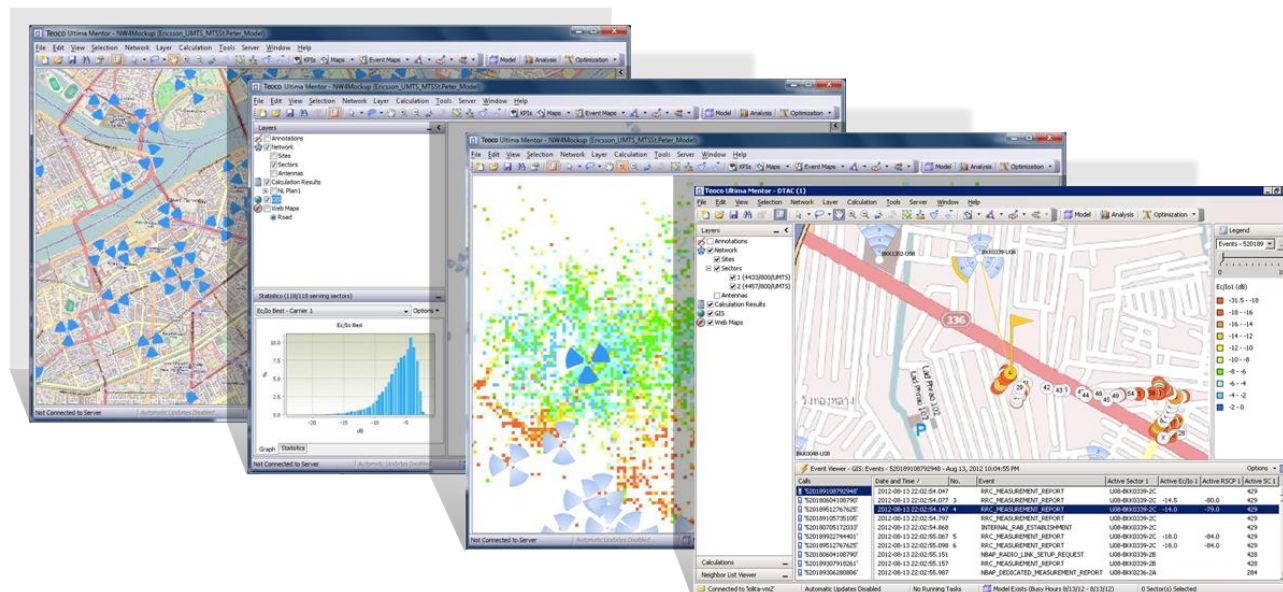# MENTOR

TEOCO'S MENTOR TRANSFORMS NETWORK DATA INTO "SUBSCRIBER INTELLIGENCE" FOR ADVANCED VISUALIZATION, OPTIMIZATION AND NETWORK & CUSTOMER ANALYTICS.

The growing complexity of Networks and the exponential demands of customers for seamless quality of service in the face of increasing competition, leave CSPs (Communication Service Providers) battling against churn rates, decreasing ARPUs and skyrocketing CAPEX and OPEX.

The management of a network and its optimization to provide better services is the domain of skilled and trained engineers whose work is endless. Besides, engaging with the constraints of the network is a never ending challenge that is not expected to be easier with the arrival of new technologies and the deployment of LTE systems.

TEOCO's Mentor solution provides a fully integrated tool allowing CSPs to face the challenges of Radio Access Network, by maximizing CDMA/ EVDO/ UMTS network quality, capacity and coverage automatically, solely using mobile measurements.

Endowed with sophisticated proprietary algorithms, the system automatically generates optimization recommendations that improve network quality, capacity, and coverage, while monitoring SLAs and reporting on degradations.

Additionally, for faster visualization and localization of activities, the solution offers the best Geo Location capacities available on the market today.

Automates the Identification of Customer-Affecting Problems and their Resolution

Offers Strong Network and Customer Analytics

Delivers a Powerful Optimization Engine

Presents the Network like never before

Business Benefits of the Mentor

OPEX Reduction

Automating multiple parameter changes and optimizations, for example neighbor lists and search windows

Minimizing time and cost spent on drive tests

Removing the need for expensive and detailed clutter maps

Removing the need for complicated, lengthy signal-propagation calibration

Reduced and more effective CAPEX

Better utilization of existing resources for traffic hot spots

Smart load-balancing of traffic across multiple carriers

Optimizing the interface between multiple carriers

Sustainable network performance goals

Focusing on problem solving and not data collection, analysis and monitoring

Easily identifying key network problems which have a higher impact on network KPIs

Using automatically-generated cluster-wide accurate optimization recommendations

Proactively identifying network-quality degradation

Increased network MOU and ARPU

Faster adaptation to evolving traffic patterns in the network

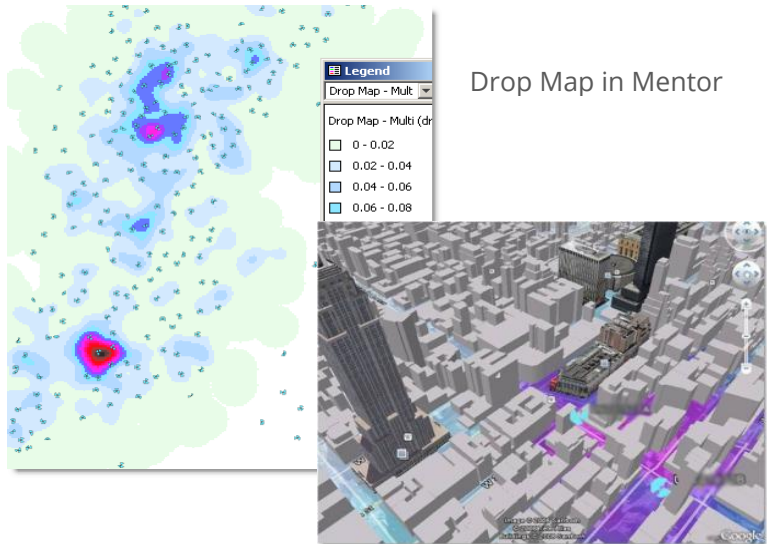Quicker identification and resolution of network-quality degradation

Better customer satisfaction and reduced churn

Reducing drop rate

Increasing network coverage

Providing better quality of service

Proven cost effectiveness and solid ROI

Drop Map in Mentor

Key Features & Benefits

STREAMLINE & AUTOMATE THE IDENTIFICATION AND RESOLUTION OF CUSTOMER-AFFECTING PROBLEMS

- **Scalable, fully redundant, distributed and configurable mediation engine** - zero engineering time spent on data collection, processing and conversion
- Powerful data model for more accuracy and efficiency
- **Automatic Network model updates**
- An extensible solution

STRONG NETWORK AND CUSTOMER ANALYTICS FOR AN ENHANCED USER EXPERIENCE

- **Intuitive dashboards** - drill-down, up and sideways to any hierarchy level and dimension, to quickly analyze problematic scenarios
- **Define & track quality thresholds** - Resources can be directed in the most cost-effective manner to fix the problems with the biggest business impact
- **From optimization plans to ready-to-use implementation scripts** - automatically generates scripts for optimization recommendation implementation
- A single point of access offering an integrative view at any time, from anywhere

ADVANCED GENETIC ALGORITHMS TO SCAN THE BEST POSSIBLE OPTIMIZATION CONFIGURATION

- Optimal Balancing & Utilization of Existing Infrastructure to Reduce Capacity and Throughput Issues
- Constantly Optimized Network

LEADING GEO LOCATION CAPACITIES

- **A Performant & Accurate Geo-Location tool** - TEOCO has proven its solution quality, delivering accurate positioning for moving and stationary calls, long and short sessions, voice & data calls, indoor/outdoor transactions
- Virtual Drive Test for Immediate Visualization of Call Flow