ZTE UniCare™ Network Performance Management Service Solution
Regular Optimization and Special Subject Optimization

Daily Optimization
- Network Performance and Traffic Monitor
- TOPN Cell Optimization
- Fault Monitor and Troubleshooting
- Customer Complaint handling
- New Site On-air Optimization
- Drive Test

Weekly Optimization
- Customer Complaint Management
- VIP area assurance
- Network Performance Analysis and Suggestion
- Globe Parameter Audit and Optimization

Monthly Optimization
- Customer Complaint Management
- Traffic Hotspot Assurance
- Network Optimization Review
- Network Optimization Information Management
- Globe Neighbor list Optimization

Quarterly Optimization
- Network Performance Benchmarking
- Network Capacity Management
- Training
- Auto Frequency Re-Planning

Special Subject Optimization
- GSM data service optimization
- UMTS data service optimization
- Indoor Optimization
- Key event assurance
- 2G/3G inter-operation optimization
- Network Refarming
- Antenna Health Audit

Service Benefit
- Proactive prevention to avoid potential risk happen.
- Effective improve existing network resource utilization.
- Accuracy future traffic forecasting & capacity expansion for CAPEX&OPEX saving.
- Free your time to focus on core business activities.
Analyze network performance based on MR and CDT with NetMAX.
In-depth analysis and daily, weekly and monthly report export.
Provide optimization handling suggestion according to analysis.

Service Content

- Analyze network performance based on MR and CDT with NetMAX.
- In-depth analysis and daily, weekly and monthly report export.
- Provide optimization handling suggestion according to analysis.

Service Benefit

- Efficacious improve the efficiency of network optimization.
- Efficacious save manpower cost.
- NetMAX can further provide in-depth analysis for whole network.
- VIP performance monitoring, assure the experience of VIP users.

NetMAX-Based Network Evaluation

Daily Monitoring Report

- TOPN Cell Monitoring
- VIP Monitoring

Weekly Analysis Report

- Coverage Analysis
- Interference Analysis
- Access Analysis
- Call Drop Analysis
- Handover Analysis
- Quality Analysis
- Short Call Analysis
- TOPN User Analysis

Monthly Evaluation Report

- Coverage Evaluation
- Neighbor Cell Reasonability Evaluation
- Network Performance Evaluation
- Terminal Evaluation
- User QOE Evaluation
- Antenna Cross Connection Evaluation
Operators can reduce manpower input and increase the ROI.
Short period for feature deployment and bring benefit quickly.
Operators can solve network optimization problems that is hard to be solved by regular method.
Further improve network performance on original base.
Not need modification on hardware and network structure, effective control cost.
Problems can be solved from source, the effect is more pronounced.
Does not change the original attributes make the effect for current network minimally.

Benefit of New Feature Introduction

Advantage of New Feature Introduction

ZTE UniCare New Feature Introduction service can help you solve the problem which can not solved with regular optimization method.

Service Flow

Feature Trial
- New Feature Introduction [NF] Service
- Requirement
- Service PO

Network Review
- Network Information
- Feature list & Function
- Implementation scale

Solution Design
- Activation Proposal
- Risk Control
- Acceptance Criterion

Feature Trial Process
- Trial Proposal
- Trial Implementation
- Trial Report

Commercial Decision
- Troubleshooting
- Suggestion
- Final Report

Testing Optimization Monitoring

Service Acceptance

Pakistan CMPAK AFP Service

DL RQ(0) improved 11%. UL RQ(0) improved 9%.
DL RQ (0-3) improved 3%. UL RQ(0-3) improved 2.8%.

Benefit of New Feature Introduction

Advantage of New Feature Introduction

Service SOW

KPI

Voice Dropped Call Rate
0.6% 0.43% 0.5%

Sites > 2% Voice Dropped Call
2.8% 1.88% 1.7%

3G Data Dropped Call Rate
0.38% 0.21% 0.3%

3G Sites > 2% Data Dropped Call
0.81% 0.55% 0.6%

Voice Customer Complaints (per 100K) (Weekly)
27 12 12

Data Customer Complaints (per 100K) (Weekly)
64 21 31(28)

Success Case

Hong Kong CSL Network Performance Improvement

Basic Network Quality Improvement
High Level Consulting
New Feature Introduction
MTR Network Benchmarking

Success Case

New Feature Introduction

ZTE On-Site Support