



# **CSG ASSURE ROAMING TESTING AS A SERVICE**



With global travel picking up after the pandemic, your subscribers expect you to provide high-quality roaming services anytime, anywhere. But with tighter budgets and newer network technologies like 5G to consider, you need a cost-effective way to check call, text and data quality at scale.

Get roaming right and recoup lost revenues with CSG Assure Roaming Testing as a Service. CSG Assure Roaming Testing as a Service is a managed test facility that lets you automatically verify service quality in your roaming traffic. With our managed service, you'll have peace of mind that your subscribers are getting the quality they expect, with a hands-on team that knows service quality better than any other provider.

## BENEFITS AND FEATURES

### Maximize Profitability and Customer Satisfaction

- Increase roaming service utilization with continuous quality assurance
- Improve customer satisfaction through a consistent user experience
- Continuous end to end testing with unmatched global coverage

**"CSG UNIQUELY PROVIDES ROAMING QOS ASSURANCE AND TESTING AS A MANAGED SERVICE - ENABLING YOU TO MINIMIZE YOUR OPERATING COSTS WHILE STILL OFFERING YOUR CUSTOMERS THE BEST ROAMING EXPERIENCE"**

### Lower operational costs with our managed roaming testing service

CSG's expert roaming assurance team will:

- Run continuous tests in agreed-upon partner networks
- Actively monitor test execution
- Generate alerts in case of issues and route to responsible team
- Provide test results through dashboards, reports and alerts



**ACTIVE END-TO-END ROAMING TESTING**

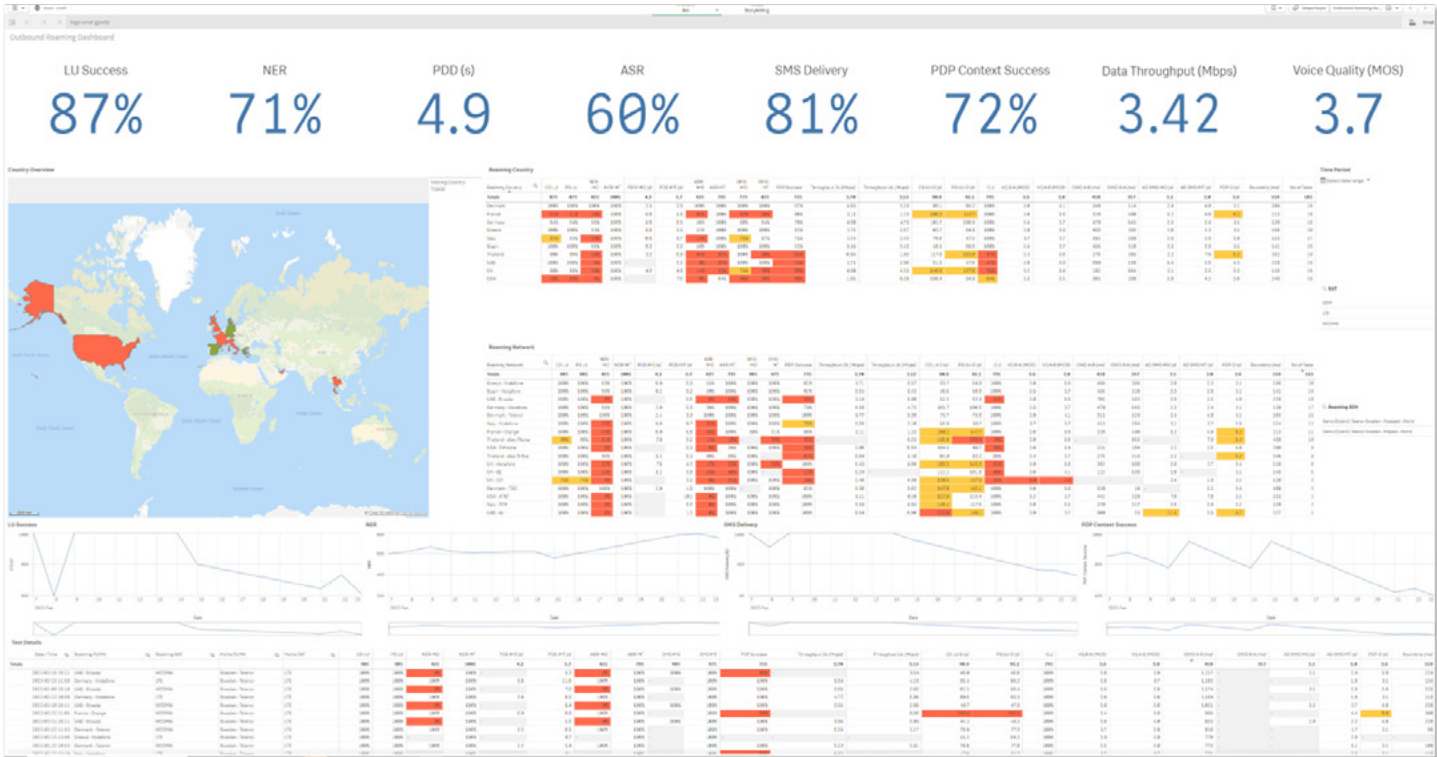
CSG Assure Roaming Testing as a Service takes an active testing approach using remote mobile probes located around the world. Active testing systems can simulate a variety of traffic streams, and pinpoint quality issues within a single test. As our team monitors and tests traffic, you can also see what's happening in real time through intuitive user dashboards.

With CSG Assure Roaming Testing as a Service, you get:

- True end-to-end testing—QoS assurance for data, voice and messaging in a single managed service platform

- Roaming simulation for 150 countries and over 600 networks worldwide
- Coverage of 21 GSMA Global Roaming Quality (GRQ) KPIs (e.g., voice quality, SMS delivery and data tests)
- Quick implementation—up and running with your SIM cards in as little as one week

CSG Assure is the leading solution on the market for active carrier testing, used by many of the world's largest carriers and operators. With our unparalleled testing experience and an attractive pricing model, you can maximize your roaming margins and reduce your operational costs.



**INCREASE ROAMING SERVICE UTILIZATION WITH CONTINUOUS QUALITY ASSURANCE**



## OUTBOUND ROAMING TESTING

CSG Assure tests the true outbound roamer experience by verifying fundamental services such as voice, SMS and data and the ability to register in the network. Typical test scenarios may include:

### Data

- Verify data connection
- Data speed verification

### Voice

- Make/receive calls
- MOS, CLI, FAS, connectivity

### SMS

- Send/receive SMS

### Other tests

- Network registration
- Preferred network registration

In addition, CSG Assure provides the ability to test a large variety of features, such as:

- GRQ compliance
- USSD
- Circuit Switch Fall Back (CSFB)
- Benchmarking with Local SIM
- Web browsing
- Speed test

## ABOUT CSG

CSG is a leader in innovative customer engagement, revenue management and payments solutions that make ordinary customer experiences extraordinary. Our cloud-first architecture and customer-obsessed mindset help companies around the world launch new digital services, expand into new markets, and create dynamic experiences that capture new customers and build brand loyalty. For nearly 40 years, CSG's technologies and people have helped some of the world's most recognizable brands solve their toughest business challenges and evolve to meet the demands of today's digital economy with future-ready solutions that drive exceptional customer experiences. With 5,000 employees in over 20 countries, CSG is the trusted technology provider for leading global brands in telecommunications, retail, financial services, and healthcare. Our solutions deliver real world outcomes to more than 900 customers in over 120 countries. To learn more, visit us at [csgi.com](https://www.csgi.com) and connect with us on [LinkedIn](#) and [Twitter](#).