

Managed Services CDR Analysis



When using Airwave radios the day-to-day performance of the network and the behaviour of your users is logged in great detail. Call Data Records (CDRs) from Airwave and Service Managed Terminal (SMT) records offer a near complete picture of how the radio system is being used, how it is performing and the traffic that passes through it.

CDR Analysis makes sense of this data and presents it to you as meaningful information through in-depth analysis. As part of Arqiva's managed services, CDR analysis adds yet another level of support to our emergency services customers.

The service offers both standardised and bespoke reporting on a monthly basis, as well as detailed analysis of trends and monthly data.

Features

- Standardised monthly reports
- Customisable monthly queries
- Tabulated and graph analysis for ease of presentation
- Detailed analysis of monthly data
- Trend analysis on rolling three month data
- Reveals details of individual records

Benefits

- Issues are identified and managed to resolution
- Predicts future use by showing patterns and trends
- Allows you to understand which services are being used, how and when
- Refines Fleetmap configuration and optimises network performance
- Investigate individual user behaviour
- Cost effective as an outsourced service



Typical Reports

- Traffic Unit Reports
- Busy Hour Analysis
- Usage Reports
- Talk-Group Reports
- Site Reports
- Most and least active users
- Calls by time, location and user

Detailed Analysis

Recording every transaction on the Airwave network produces large volumes of data which is difficult to manage and process. For this data to be useful it must be accurately processed, analysed and presented. This Processing and in depth analysis is carried out by Arqiva engineers and presented back to you in an easy to read and understandable format

The CDR Analysis service provides a detailed breakdown of the huge amounts of data produced by the Airwave CDRs, covering not only major reports but also significant levels of detail below this. With both standard reports and the ability to produce reports down to the level of the individual user it means we can extract and supply the information that matters most to you. Manipulating the data is important but is only half of the story. To ensure that this data is useful each report is accompanied by a clear detailed analysis carried out by Arqiva engineers which tells you what the information means allowing you to make informed operational decisions based upon real information and real detail.

arqiva

Crawley Court,
Winchester, Hampshire,
SO21 2QA, UK

T +44 (0)845 6504020

F +44 (0)845 6504021

E public.safety@arqiva.com

www.arqiva.com/publicsafety

The information and specifications are current at time of publication of this material. Arqiva reserves the right to change such information and specifications at any time without prior notice. All of the services referred to in this material are offered strictly subject to Arqiva's full terms and conditions of sale for the particular services, a copy of which is available upon request.