

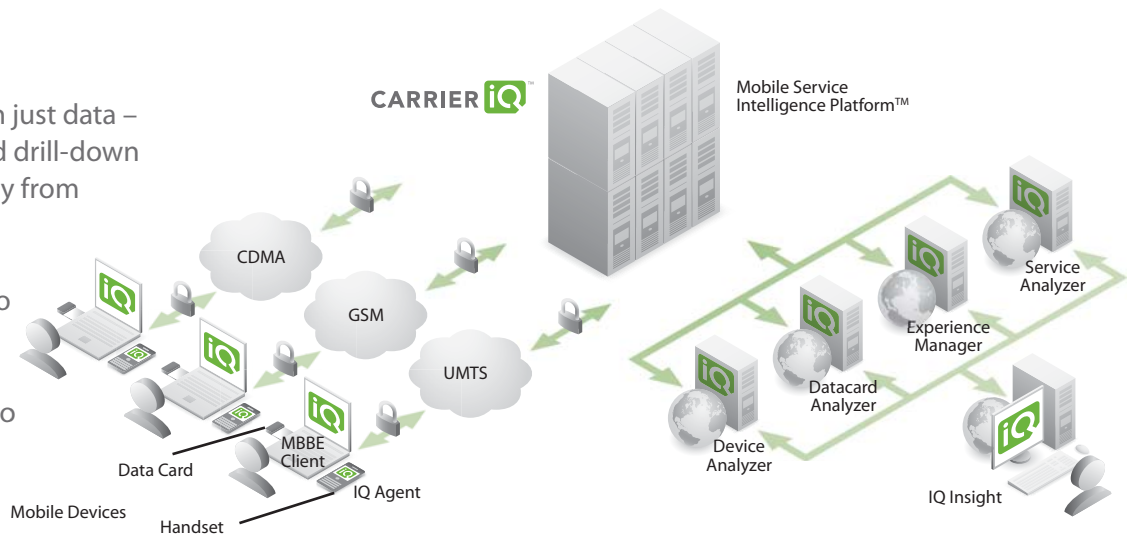
IQ Insight Datacard Analyzer

Mobile Service Intelligence for Datacards

IQ Insight Datacard Analyzer gives you the information you need to troubleshoot, analyze, and optimize your mobile datacard population. Designed for mobile carriers, IQ Insight provides unrivaled clarity into end-to-end mobile broadband service delivery, including availability, throughput, latency and reliability across the entire deployed population. Whether your requirement is network analysis and optimization, throughput and SLA monitoring, device performance, troubleshooting or service analysis, the combination of accurate data and intuitive graphical tools provides the information you need to compete effectively in the mobile broadband space.

The IQ Insight Solution

IQ Insight gives you more than just data – it provides the monitoring and drill-down capabilities to move seamlessly from analysis of a group of devices containing as many as several million active users, through to detailed inspection of data from specific devices and events of interest. The ability to switch effortlessly from the “telescope” view of a large population of users right down to “microscope” analysis of individual devices and events is a unique capability of IQ Insight.



Benefits

- Graphical analytics provide broad monitoring capabilities, accelerating identification of anomalies
- Active data points enable immediate drill-down to event detail
- Event detail display provides direct access to data for user-reported incidents by device and timeframe
- The Event Flow analytic provides multiple filters for tailoring event display, enabling searches for specific errors or typical signatures that are common to a
- Data export enables you to capture and store event signatures for future reference
- Standard reports display key statistics
- Custom reports tailor data to your needs
- Over-the-air configuration reduces the need to tether devices for troubleshooting activities

Gain Insight into Your Customers' Real Broadband Experience

IQ Insight provides a single-system view into the end-to-end mobile broadband experience using datacards, with telescope views of devices, network, and application service performance (Dashboard view for KPIs, distribution, trending information, etc.). Its drill-down capability (telescope to microscope view) provides Network/RF and Service engineers with detailed, pertinent information to help troubleshoot issues, from the overall device, network, and application service level, down to the individual session/device level.

Focus Network Improvements Where They Matter Most

Unlike other tools, IQ Insight Datacard Analyzer can be used to monitor device, network, and application service performance; to proactively identify potential problems; to quantify the impact of issues; and to identify trends. Interactive and/or offline reports, available in real time or as scheduled reports, enable you to target improvements to achieve the best return on your infrastructure investment.

Quickly Resolve Customer Issues

IQ Insight is the only solution of this type that scales to millions of production devices, enabling your customer care and issue resolution teams to quickly complete remote diagnosis and resolution of customer complaints or proactively-detected issues.

Pinpoint the Data That Addresses Your Specific Questions and Concerns

IQ Insight provides more than just additional sources of data. Configurable filtering tools, event signature analysis, and custom reports enable you to mine the information you need right now instead of simply settling for a one-size-fits-all set of analytics.

Features

Pre-Launch Time-to-Market and Device Quality Improvement

- Improve quality and detail of issue reporting
- Troubleshoot and resolve field issues faster

Performance & Quality Improvement, including

- Setup failures
- Connection failures
- User experienced throughput (PPP)
- Radio throughput
- Radio quality
- Radio boundary issues
- Registration failures

Service Availability Improvement

- Identify coverage gaps (idle and active mode measurements)

Customer Care Support

- Identify causes of failures or poor performance (i.e., network or datacard)
- Proactively address enterprise account issues

Value Added Revenue Generating Service Introduction

- Manage devices and problem resolution remotely
- Enable SLAs to open landline replacement market
- Monitor primary & back-up 3G wireless routers

Carrier IQ – the power of knowing.

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