

IQ Insight Device Analyzer

Accelerate Time to Market for New Devices and Services

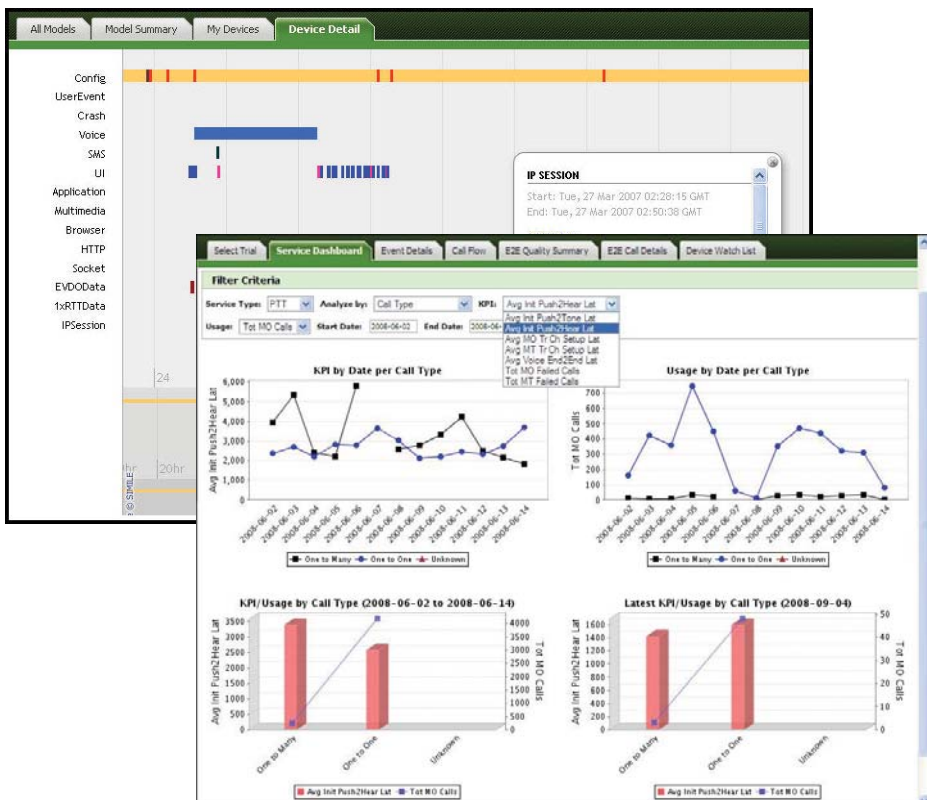
IQ Insight Device Analyzer accelerates the mobile service and mobile device pre-launch activities at wireless carriers and mobile device vendors. Using data from the device itself, IQ Insight Device Analyzer supports testing, certification and trial phases of development and the post-launch phase of troubleshooting. It enables you to rapidly resolve difficult-to-reproduce issues and to supplement your existing testing to reliably meet target launch dates. Following the launch of your new service or device, IQ Insight continues to provide actionable data about users and devices, enabling you to reduce service costs and subscriber churn.

Faster Issue Resolution Reduces Time to Market

IQ Insight Device Analyzer gives you more than just data: it provides a visualization of activity at all layers within the device. This actionable intelligence enables you to identify, classify and resolve complex and intermittent issues that frequently occur in pre-deployment stages of development. After deployment, Device Analyzer continues to enable you to visualize sequences end-to-end, drill down to root causes, identify patterns of failures, and automatically get details from the device when an error is detected or a user reports an issue during the life of the device.

Benefits

- Access the detailed data needed to resolve difficult-to-reproduce software problems
- Streamline device field trial process and shorten test phase time with automated data submission from real networks
- Find major device and application issues faster and enable corrections in earlier releases, improving quality at the first market introduction
- Ensure readiness for lab entrance and help avoid last minute critical issues
- Improve your ability to hit projected configuration approval dates (lab exit)
- Reduce iterations between carrier and equipment manufacturer by accurately characterizing issues
- Enable device vendors and wireless carriers to simultaneously access the same data
- Prove your commitment to quality and user responsiveness with detailed data



Better Trial Management to Improve Launch Date Predictability

With IQ Insight Device Analyzer, you can manage your data gathering over-the-air, without the need to physically access the device, enabling you to optimize service deployment even when devices are in the field. IQ Insight provides you with status summaries of key measures from initial device development phases through certification and user trials up to the point of software and hardware approval. It allows you to perform full context tracking of both usage and error events, providing you with unprecedented levels of insight into actual device and service usage as the product is developed and deployed.

Device Readiness to Reduce Device and Service Pre and Post Launch

IQ Insight Device Analyzer helps you reduce the number of drive tests or engineers traveling to different locations to replicate issues. Integrate IQ Insight with your tracking and defect management solutions to ensure a common language between device vendors and wireless carriers as new devices and services are launched, minimizing misunderstandings and accelerating time to deployment.

Features

- Measure quality, reliability, performance, and characteristics of devices and services.
- Identify failures at different layers (radio, service, application, device, UI).
- Examine event details to troubleshoot a problem (tabular, timeline).
- Define device profiles, which specify the event data to be submitted, as well as the circumstances that trigger capture.
- Manage the device lifecycle, which includes tasking devices with appropriate profiles, OTA update of profiles, and data uploads.
- View a pattern of events to compare results of a service.
- Capture device context on demand for later review.
- View trial statistics for device configurations, feature sets and events.
- Run custom reports to address your needs.
- Manage events and measures based on trial goals.

Carrier IQ – the power of knowing.

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