

Real time Monitoring

Mobilware Unity Monitoring

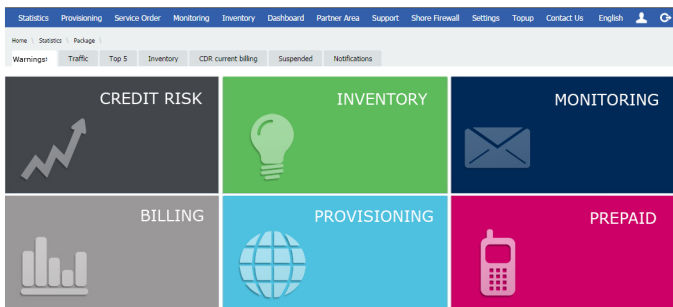
Monitoring basically Anything

Mobilware Unity operates in Real Time with traffic data that allows a wide range of instant monitoring that enable advanced warnings as well as auto-suspension of services at configurable trigger levels.

Unity monitoring performs monitoring across many parts of the business, provisioning work-flow, traffic levels, revenue, credit risk, inventory, prepaid voucher, prepaid expiry, group allowance levels, money & allowance bundles and CDR collection.

To run a successful satellite business is it very important to be able to stay on top of critical information, especially credit risk across the many customers, for operators and partners it is vitally important to make sure customers don't spend more money than allowed, for customers is it important to be able to keep a close watch on the usage across data, voice, streaming to make sure that the assigned budgets are maintained.

Mobilware Unity monitoring are in real time making sure that all monitoring, auto-suspend and credit allowances are closely monitored while the operator and service providers can focus on sale.



Highlight Warnings

A single page allows operator as well as service providers to quickly see if there is any areas that need special attention highlighting credit risk on certain customers, billing having for example delayed CDR data, provisioning work-flow that is failing, inventory that has low levels of MSISDN numbers, Monitoring with failing auto-suspend, prepaid running low on vouchers or top-up failing, these are just a few examples.

Basically a single page that highlights when an issue in the business need special attention!

Work-flow monitoring

Every part of the provisioning work-flow is by default monitored and can generate outgoing notifications based on simple rules.

Failing activations, auto-suspended packages, yearly subscription that need to be renewed.

Work flow monitoring allows automated welcome emails when a package is created, containing all needed information like IMSI, pin codes, links to support. Links to manuals or monitoring can generate automated sub provisioning in firewalls, radius servers etc.

Spending Control

Keeping intelligent track of used money is highly important for operators and service providers, making sure customers don't end up with very large unintended invoices. Mobilware Unity allows the operators and service providers to monitor spent money across any customer or customer group in real time.

Customers can monitor spent money on subscriber, vessel and aircraft level, on package (SIMcards) level. There are many possibilities that allow the customer to get notified at high spending, and max spending or every time a certain amount has been spent like 100, 300, 500, 750... In the case of triggered max level, the customer may optionally choose to allow the system to auto-suspend the package until a new period starts.

Usage Control

Advanced Usage monitoring is available on package level, that allow customers to monitor high and max usage across Data usage, Voice usage, Streaming usage, Messaging usage.

This monitoring can have differentiated monitoring windows like monthly, weekly or daily triggered monitoring values can generate normal notifications, auto-suspend packages or even handle bandwidth throttling, all in a highly sophisticated way.

Customized Monitoring

On both Operator and Service Provider levels the system allows fully customizable monitoring options, across basically any customer, group, SIMcards - allowing notification to take place when predetermined conditions are triggered.

Service Monitoring

Many Service related monitoring functionalities are available, like Prepaid low wallet, Allowance Bundle used, Voucher credit expire in 5 days, Package up for renewal and many more..

Notification module

Unity is delivered with a comprehensive notification system that, enabled by hundreds of templates, allow an operator or service provider to output highly advanced notifications across following:

- > Email - End to End - validated server delivery
- > SMS - Ability to send SMS also to Satellite phones
- > Voice XML server notification w text to speak
- > SFTP/FTP - File output as XML, CSV or any other format
- > Web Service output - REST JSON / XML

Notifications can be triggered by work-flow rules, by traffic triggers, by time, by logic conditions.

Mobilware

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