

Mobile Solutions Group

Overview

The Mobile Network Performance Assessment provides you with visibility into how well your cellular network and mobile devices are performing, using actual data from your devices.

Based on the results of the assessment, you will have the knowledge required to make smarter business decisions with regards to your mobile investment. The assessment and final consultation will help you understand and potentially troubleshoot specific devices which may be experiencing issues and highlight the blind spots in your coverage area. It provides insights into how to optimize and better manage your mobile deployment which will help save money and avoid future problems.

Description

This service gives you access to a NetMotion Wireless Mobile Solutions Group (MSG) Engineer and the NetMotion Diagnostics Cloud™ software. Diagnostics captures and aggregates real data from several of your mobile devices over a 30-day timeframe as your mobile workforce perform their jobs. At the end of the data-capture period, the NetMotion engineer will analyze the information and set up an appointment with you to review it.

What else is involved with the service?

- A NetMotion Wireless Diagnostics agent is made available for installation on your devices.
- The installed Diagnostics agents record the performance of the device and the Cellular Data Network every 5 seconds, sending that information to a NetMotion Hosted Server every 30 minutes.
- Data collection for the service occurs up to the end of the 30 day period.

Benefits

- Gain a real understanding of measured cellular data coverage and device performance in your environment.
- Identify any trouble spots or incidents that may occur during the period of assessment.
- Understand your technology coverage (3G, 4G, 4G LTE) in the locations most important to your workforce.
- Learn where and what devices are not performing to their expected and promised levels.
- Understand and review dropped connections during the assessment period and note any trends.
- Review information about the cellular devices, including usage patterns and firmware.
- Perform real-time end to end Diagnostics test when issues arise
- Use alerts to monitor data usage

Deliverables

The deliverables from this service include:

- A detailed report and review of the data, including any recommendations on identified trouble spots or possible areas of coverage issues. This report will include screenshots of actual cellular network information captured during the 30-day assessment period.
- Additionally, the NetMotion Engineer will conduct a review of the report using a WebEx conferencing facility and address any questions regarding the report.