

Roaming Management Services

How can you streamline roaming operations effectively while delivering a quality user experience?

With managed solutions from a global partner for efficiency, quality and scalability.

Key Benefits

Managed Roaming Service

Optimise roaming experience by redirecting roamers in real-time

Reduce cost, time and resources required to execute and support the steering of roaming

Drive efficiencies with a fully managed solution

Guarantee availability and performance with industry-leading SLAs

Improve steering results with customised solutions for US steering

Intelligent CAMEL eXchange

Generate new revenue through accelerated CAMEL reach

Reduce time and complexity in establishing CAMEL roaming relationships

Simplify interworking through real-time normalisation of CAMEL messages

Improve call completion rates

Delivering consistent quality and services to roaming users requires investment in managing and executing roaming agreements – from the steering of roaming to the testing and implementing of pre- and post-paid services.

Tata Communications' Roaming Management Services solutions, including Managed Roaming Service (MRS) and Intelligent CAMEL eXchange (ICX), enable mobile service providers to centralise and simplify the management of their roaming business. These services are managed turnkey solutions on fully redundant carrier-grade infrastructure, hosted on our SS7 network, and supported by a global team of signalling and roaming experts.

Optimise Quality of Experience and revenue

Managed Roaming Service (MRS) allows mobile service providers to steer roaming subscribers to a partner or preferred network, providing added control over quality and costs. By monitoring service quality and steering roaming subscribers to the best available network, you can improve customer satisfaction.

With Intelligent CAMEL eXchange, mobile service providers can increase the uptake of CAMEL roaming and expand their footprint. The service improves call completion, providing a better customer experience with Virtual Home Environment (VHE) services – Short Code and Intelligent Dialing Correction.

Maximise roaming efficiency

As a fully managed service, MRS provides a one-stop shop for steering of roaming by removing deployment, configuration, expansion and maintenance complexity. MRS enables mobile service providers to lower their total cost of ownership with a model that requires no in-house expertise, dedicated equipment, or capital outlay. Our dedicated support team configures, maintains and monitors the solution 24x7, and has unique expertise in managing steering in countries considered difficult to steer due to complex numbering plan structures.

Key Features

Managed Roaming Service

Control of roaming steering based on business arrangements

Secure, highly available solution via the world's leading signalling network

Support for steering on the inbound (LU) or outbound (ISD) path

Ratio or preference-based steering solutions

Usage-based charging – no capital outlays, pay as you use

Comprehensive reporting capabilities, with 24x7 dedicated technical staff

Intelligent CAMEL eXchange

Enable interworking with message validation and connectivity with minimal impact on back-office functions

Standard -based (e.g., IR-32, IR-60) testing to minimise coordination delays between visited and home networks

Proactive monitoring of CAMEL roaming through advanced reporting roaming KPI

As an inherently efficient solution, Intelligent CAMEL eXchange helps you to significantly reduce the time frame and cost of implementing and testing prepaid and postpaid international CAMEL roaming relationships, through intelligent signalling, monitoring and normalisation. We also offer remote test execution and efficient troubleshooting of signalling call flows.

Future-proof your business

Roaming Management Services are built on our Global Mobile Signalling Solutions, and supported by the Tata Communications IPX+ Framework. For service providers looking for alternative service delivery models, Roaming Management Services provide an immediate foundation for value-added services without further capital and operational investment. Capacity management and incremental feature upgrades are managed by Tata Communications so you have access to the latest capabilities.

The Tata Communications advantage

- Rapid, non-intrusive deployment
- Fully managed services supported by expert teams
- #1 on-net mobile signalling network, with 300+ direct connect and 900+ reachable destinations through highly resilient and reliable peering arrangements
- Market leading reliability and service availability with dedicated global technical staff support
- Flexible business models to grow with your business

For more information about Roaming Management Services, please visit:
www.tatacommunications.com/contact or email GCS-Marketing@tatacommunications.com.

About Tata Communications

Tata Communications is a leading global provider of a new world of communications. With a leadership position in emerging markets, Tata Communications leverages its advanced solutions capabilities and domain expertise across its global and pan-India network to deliver managed solutions to multi-national enterprises, service providers and Indian consumers.

The Tata Global Network includes one of the most advanced and largest submarine cable networks, a Tier-1 IP network, with connectivity to more than 200 countries across 400 PoPs, and nearly 1 million square feet of data centre and colocation space worldwide.

Tata Communications' depth and breadth of reach in emerging markets includes leadership in Indian enterprise data services, leadership in global international voice, and strategic investments in operators in South Africa (Neotel), Sri Lanka (Tata Communications Lanka Limited) and Nepal (United Telecom Limited).

Tata Communications Limited is listed on the Bombay Stock Exchange and the National Stock Exchange of India and its ADRs are listed on the New York Stock Exchange. (NYSE: TCL)