

## Teleca to deliver end-to-end testing and monitoring of mobile services to 3

**3 Italy has chosen Teleca to develop an end-to-end testing and monitoring solution for mobile services that will enable the operator to emulate the end user's experience of specific services and monitor the performance and reliability of such services throughout its network.**

The solution is based on Teleca's framework for end-to-end testing and monitoring and customised for 3. The framework makes the end-to-end testing and monitoring of services easy and automatic for operators. Using the solution enables operators to be proactive and increase their service levels to customers. Examples of typical services are MMS and e-mail. The solution also allows roaming and interoperability service levels to other operators to be monitored and competitive analyses to be carried out.

"Customer satisfaction is essential to 3's success. We therefore invest in solutions such as Teleca's E2E testing and monitoring service, which adds value to our innovative multimedia services and enables us to perceive them in the same way as the end users do," says Alfeo Pareschi, head of product development at 3.

"3's decision to use our E2E testing and monitoring service is further proof of Teleca's technological leadership. We're confident it will add value. The solution will enable 3 to ensure high and reliable service levels in the network and also to test new services before launching them," says Roger Carlhammar, General Manager Operators at Teleca.

Teleca will be present at the 3GSM World Congress in Cannes on 23–26 February. Welcome to stand E68 in Hall 2.

### **For more information, contact:**

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