

Ericsson Device Analytics

Securing the best connectivity performance for mobile devices

Overview

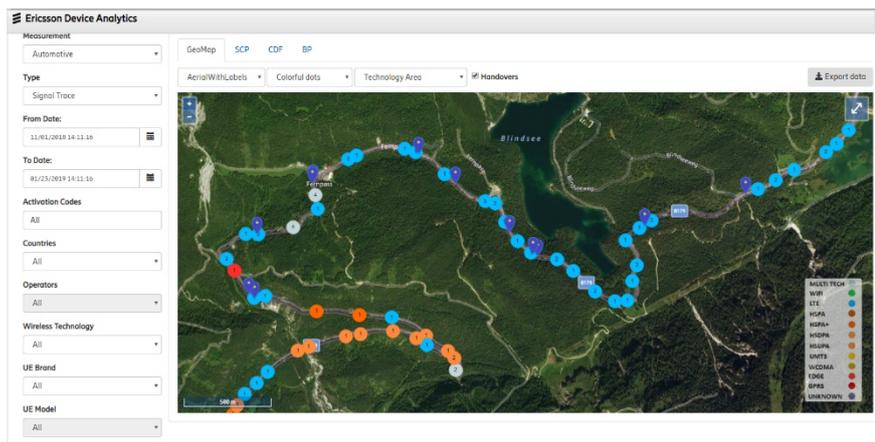
Wireless connectivity gaps (lack of coverage, interference, congestion etc.) can severely impair functionality of mobile devices. Different applications that run on these devices have different priority (for example, some require high bandwidth, and some require low latency).

Ericsson Device Analytics, EDA, is a solution for measuring wireless connectivity performance from mobile devices of any kind, from smartphones to embedded IoT devices. The connected device sends performance measurement readings to a central database in the cloud to which an analytics engine is connected. The collected data can be used as an input for optimizing the network and for added functionality such as predictive mobility, where the mobile devices can connect to the best network at any given time, to secure optimal quality of service.

Benefits

The benefits of Ericsson Device Analytics include:

- Real time monitoring and analysis of network performance as seen from the device point of view
- Increased insight into how a device, and residing app, works in and responds to specific network environments
- Geolocation of communication failures
- Possibility to benchmark performance in different networks as seen by the device, as well as benchmark different devices in a network
- Root cause analysis and correlation between lab and live results



Ericsson Device Analytics is managed via a web interface which contains a suite of tools for analyzing data and managing devices, measurements and access policies.

Visualizer

Showing coverage maps and functionality for data aggregation, processing and analysis. Enables benchmarking of devices, vendors, network operators and more.

Policy Scheduler

Remote measurement scheduling via web portal.

Activation

For managing user access and device activation.

Service scope

Ericsson Device Analytics is provided as a Service, with an onboarding phase and operations phase:

Onboarding

A phase during which Ericsson and the customer jointly define the scope of the service and the level of support Ericsson shall provide during operations phase.

Ericsson supports multi country onboarding, either from one datacenter or from several local datacenters depending on customer needs, policies and regulatory requirements.

Examples of adaptations which can be accommodated during the onboarding phase:

- Multi country deployment
- Dedicated storage and streaming
- Regulatory adaptations
- Adaptations of portal and software agent

Operations

Operation is 24/7 in all time zones. Ericsson handles trouble tickets, incident management and capacity management. Unless otherwise agreed, the customer manages its users and devices via the provided web interface.

Examples of additional services available during operations phase:

- Extended support
- User and device management
- Analysis and recommendations
- Proactive monitoring of coverage and performance

Devices

A key component of the service is the software agent on the device. The agent has two variants for deployment:

- Core SW agent
- SW library for Android – enables integration into 3rd party apps such as operator/enterprise self-service app

Supported device types:

- Embedded platform app (IoT devices typically)
- Linux
- Windows
- Android stand-alone
- Android SW library for integration in 3rd party app

For more information: <https://www.ericsson.com/digital-services>

About Ericsson

We are a world leader in the rapidly changing environment of communications technology – providing equipment, software and services to enable transformation through mobility. Some 40 percent of global mobile traffic runs through networks we have supplied. More than 1 billion subscribers around the world rely every day on networks that we manage. With more than 37,000 granted patents, we have one of the industry's strongest intellectual property rights portfolios. Our leadership in technology and services has been a driving force behind the expansion and improvement of connectivity worldwide. We believe that through mobility, our society can be transformed for the better. New innovations and forms of expression are finding a greater audience, industries and hierarchies are being revolutionized, and we are seeing a fundamental change in the way we communicate, socialize and make decisions together. These exciting changes represent the realization of our vision: a Networked Society, where every person and every industry is empowered to reach their full potential.