



G+D partners with Accanto Systems to help mobile operators improve network efficiency and increase customer satisfaction.

2017-03-10

Munich

Giesecke+Devrient

MUNICH, GERMANY (March 10, 2017) - Giesecke & Devrient (G&D), an international technology provider is teaming up with Accanto Systems, specialists in network analytics, automation and service quality management to help carriers improve the quality of their mobile service.

G&D's extensive portfolio of software solutions for connectivity management combined with Accanto's platform for service quality management and analytics enables mobile operators to optimize their network and connectivity performance in real-time through greater operational insight into mobile and SIM performance.

By predicting operational issues using advanced analytics and automating actions, attractive offers, tariff plans and services can be created and marketed in line with customer behavior, positively impacting the customer's experience. At the same time, valuable real-time data from the network, handset, usage and location, combined with business and customer data, can be used to improve network, handset and value-added service performance. This enables the operator to further differentiate and remain competitive in the market.

With the explosion of internet services and usage, the importance of service quality has become paramount. Customers expect high-speed, always-on connectivity without failure or outages. In analyzing device, customer behavior, network traffic patterns, battery consumption and more, the Accanto platform calculates and compares subscriber experience. The analysis output is used to prioritize operator processes and to optimize customer experience and operational efficiency.

"With its global footprint and state-of-the-art solutions, a partnership with G&D enables Accanto to further leverage our expertise and extend our reach to active players in the IoT and connected society," said Jarkko Multanen, CEO at Accanto Systems. "Together, we look forward to helping these companies meet the expectation of today's customers."

"The partnership with Accanto Systems enriches our portfolio of solutions for improving the subscriber experience and provides our customers with a strong differentiator that helps them reduce churn, control investments and generate new revenues," said Carsten Ahrens, Group Senior Vice President Global Marketing and Sales, Mobile Security at G&D. "Accanto Systems is uniquely positioned in the Service Quality Management market to offer a real time view of networks and connectivity performance.

G&D together with Accanto Systems presented its integrated Customer Experience Analytics & Management solution at Mobile World Congress (MWC) from 27 February to 2 March 2017 in Barcelona.