Case Study
Reliance Jio

About Reliance Jio

Reliance Jio's mission is to enable a digital revolution for India's 1.2 billion people. Through a three-pronged focus on broadband networks, affordable smartphones, and the availability of rich content and applications, Jio offers a unique combination of telecom, high speed data, digital commerce, media and payment services. Their nationwide, all-IP 4G LTE footprint was designed from the ground up as a mobile video network supporting voice over LTE (VoLTE) technology. This network is part of a powerful ecosystem on which a range of rich digital services are enabled.

Business Challenges

Reliance Jio was preparing to launch a brand-new LTE network with more than 80,000 sites—going straight to VoLTE with no 4G backup. Excellent performance was crucial. But, they lacked detailed, accurate information about network performance.

To close this visibility gap in an efficient, affordable way, Jio determined they needed an all-software solution that didn't require purchasing any additional hardware. A tall order!

Solution Benefits

- Accedian came through with Skylight software installed on Jio's own hardware
- Skylight provides Jio with over 20 billion KPIs every day, delivered from over 230,000 performance monitoring sessions with sampling every 60 seconds
- With this data, they can see outages as short as 33 milliseconds
- Skylight tests to eNodeBs, to intermediate points (cell site routers, aggregation rings), between evolved packet core (EPC) locations, and even out to international long-distance carriers and internet gateways

Business Value and ROI

- Reliance uses Skylight data in its Jio Coverage Platform to power live network performance dashboards that report locations with the highest number of, and most recent, performance and customer experience threshold violations

- Using this system, Jio looks at both two-way and one-way performance. They can see if there's a problem going from the core to a customer, or from a customer to the core. This significantly reduces the number of locations to investigate, and mean time to repair

"Accedian's innovative, virtualized network performance monitoring technology plays a significant part in enabling Jio to deliver high-quality 4G services to our customers across India."

**Tareq Amin,
SVP Technology Development and
Automation, Reliance Jio.**

About Accedian

Accedian is the leader in performance analytics and end user experience solutions, dedicated to providing our customers with the ability to assure their digital infrastructure, while helping them to unlock the full productivity of their users.

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