

## Outsourced Customer Focused Certified Training

NetScout provide an extensive range of network assurance solutions to the mobile service providers. One key product is the IRIS application set including IRIS Session Analyzer, Performance Intelligence, Protocol Analyzer etc. These tools are essential to minimizing network down time and maximising network efficiency and so providing the end customer with the best possible experience.



### The Challenge

---

IRIS Applications use network wide probing to capture a wide range of protocols, signalling scenarios and analytical information. Consequently huge volumes of data can be accessed and analyzed. So, from a user's perspective, setting up the tools to capture information that it is meaningful is complex. What is more challenging is taking the data, and using it to troubleshoot, fault find and optimize effectively.

These tools are also constantly evolving and being optimized to keep in step with the rapid developments being seen in the mobile telecoms sector. Hence effective training to ensure users have the necessary skill set and technical knowledge to diver these tools effectively and so minimize network down time is essential.

### The Solution – The Netscout Certified Professional Program

---

Mpirical's designed and developed a series of courses combining essential theory, closely coupled with pre-prepared network user cases

incorporating the Netscout applications to meet the training challenge head on. This approach ensures all the essential features of the tools are fully explored and the users understand how to configure the application and more importantly why they are doing it.

The training was designed to enable exercises to be conducted on live networks where training is further extended by students searching for real time faults and issues. As Mpirical's training is certified by the (ITP) Institute of Telecoms Professionals, the training developed for Netscout had the added value of carrying true internationally recognized certification.

### The Value

---

**Comprehensive Training Program** - Netscout have a comprehensive troubleshooting and fault analysis program on the IRIS application as part of the professional services offering.

**Certified Training** – training certified by the ITP, develop and managed by a dedicated team of training specialists covering cutting edge technology such as LTE and VoLTE.

**Engineering Efficiency** – engineering staff get recognized transferable qualifications and management have the confidence that staff can manage and maintain network infrastructure in the most efficient and effective way.

**Potential** – as customer understand more fully the power and feature of the IRIS suite they invest more in the solution in terms of hardware, licences and added features.

**Future** – this approach to fully certified advanced training can be rolled out into other applications and solutions provided by Netscout.

## Mpirical as your partner

---

Mpirical are global-leaders in telecoms training, consultancy and training management. We can offer a completely flexible, strategic partnership in technical training, tailor made to your organisational and customer requirements.

## Contact Us

---

For a no obligations chat on how we can support you with your training challenges get in touch: email: [enquiries@mpirical.com](mailto:enquiries@mpirical.com) or tel: 01524 844669.