

Interview with Adil Kaya, Managing Director, Gerald Wittmann, Head of Development, and Joachim Bamberger, Head of Sales of SIGOS GmbH



## Testing for Optimum Performance

It's an annoyance for smartphone users – they try to order something in an online shop using their phone and then it all goes wrong at the checkout. This is a common experience in the age of digital commerce that really shouldn't happen. This is precisely where SIGOS GmbH goes into action. The global leader for active testing solutions is committed to active end-to-end testing in telecommunications while also offering relevant products for the digital world.



*SIGOS also appeared with its own booth at the Mobile World Congress in Barcelona in 2018*



*SIGOS organizes an annual international experts' conference and invites participants to discuss their experiences*

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**“With our active testing solutions, ensuring that cell carriers are able to offer mobile communication services of optimum quality.”**

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“Our modern communication has become extremely complex. Many smartphone apps have now become standard tools of everyday communication and their absence would be inconceivable in the lives of most smartphone users, for instance in online shopping”, says Managing Director Adil Kaya, one of the co-founders of SIGOS. “And with online banking and mobile television, users also expect everything to work perfectly. This is precisely where we step in, with our active testing solutions, ensuring that cell carriers are able to offer mobile communication services of optimum quality.”

And they've been so successful at this that SIGOS is now working for 440 cell carriers in over 150 countries, including the 100 top cell carriers and

over 650 companies around the world. “We started out as a systems integrator for German cell carriers in 1989”, said Head of Sales Joachim Bamberger. “

In the 1990s, we focused on end-to-end testing of fixed line and cellular networks. Service quality testing for cell carriers was then added to this. By the 2000s, we were already using a system that would now be considered the Cloud. Our system made it possible to perform global roaming quality testing. This has definitely been a major milestone in our development.” through their smartphones. “Networked services are being used by more and more people, and it is the responsibility of cell carriers to provide the requisite quality.



*Representatives of cell carriers and businesses discuss how SIGOS solutions can be applied to current network technologies and in future to 5G networks*

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We switched from our initial, purely service-based proposition to a product-based business, enabling simulations of the use of telecommunications networks from a user perspective”, said Head of Development Gerald Wittmann.

“We refer to our tools as ‘probes’, which we set up for customers somewhere in Germany – for example Vodafone – making it possible to test whether everything is working.

Put simply, there’s no longer any need for two people to phone each other to test the quality. Instead, the test is done automatically. We address simple questions such as ‘what does the customer want to do with the cell carrier’s service?’ ‘Is the quality good or is the cell coverage okay?’ We monitor, we detect problems and we offer active improvement solutions.” Using its testing solutions, SIGOS is able to simulate customer usage behavior and conduct proactive testing. Roaming scenarios can also be studied. “Let’s say a customer in Japan wants to call home in Germany. Or maybe a German user calls a Japanese user in Japan. The roaming has to work

properly. Today, quality testing can be done with our own ‘probes’ on an international scale” in just seconds, summarizes Adil Kaya. “These are very real scenarios that we are dealing with here. Everyone is now using smartphones, which are mini-computers. If something doesn’t work, the user calls the cell carrier, which means that smartphones are also tested. Just like the apps on the smartphone. In Germany, there aren’t all that many apps being used yet, whereas in Africa, it’s an entirely different situation. There, apps are used to transfer money. So national testing of apps is extremely important.”

SIGOS also offers solutions to identify network fraud, a field that offers great potential. In the future, topics such as 5G, network quality and network services as well as apps will shape SIGOS’ work. These testing solutions will become increasingly essential for more and more industries, including the automotive, financial and insurance sectors, enabling them to survive on the market.