

360° Quality Analytics for Multi-Service Subscribers

End-to-End Assurance

Empower your entire operations team with a 360° view of the end-to-end performance of each IP-based service in any household. Make smarter troubleshooting decisions by accurately identifying, segmenting and diagnosing impairments across the home, access network, core network and data sources.



Problem Statement

- Too many quality issues, truck rolls, CPE swaps, credits, and too much rework
- Deficient visibility and objectivity of a problem leads to costly guesswork, wasted time, and poor quality outcomes
- No proactivity; systems don't detect worsening conditions until they become an outage
- Finger-pointing and slow MTTR due to conflicting results across multiple tools
- Many disparate forms of telemetry to be correlated and contextualized in real-time

Customer Care

End-to-End Assurance

Area of Focus

Residential

PayTV

Analytics

WiFi

Broadband

QoE

Capabilities Summary

- **Service Playback**
Granular state of a home's services at the instant of failure or degradation.
- **360° Subscriber View**
Continuous visualization of all devices in the home and along the service path.
- **Multi-Service Correlation**
Normalize, time-align and score disparate telemetry across all services - video, data, wireline and wireless.
- **Blast Radius Analytics**
Precise measure of all subscribers and services impacted by an issue.
- **Hot Lists**
Identify and tag poorest performing households, by service type.

BENEFITS

Reduced OPEX

- Provides highly-accurate and objective information to front-line workers
- Make confident, well-informed decisions avoiding costly rework associated with unnecessary truck rolls, CPE swaps, and misdirected escalations
- Verify quality before a trouble call is ended, or before a technician leaves the home

Reduce CAPEX

- Make smarter, fact-based and highly-targeted decisions on network grooming and upgrades
- Validate solution changes before you commit to wide scale rollout



Real-time end-to-end residential assurance delivers value through:

- **Confident decisions result in lower AHT and higher FCR for Care agents.**
- **Smarter truck roll and equipment swaps result in significantly higher Field productivity.**
- **QoE is a key driver of NPS.**