QoE Observability & Enhancement

Network Intelligence Fabric

Top 5 Problems Customers have
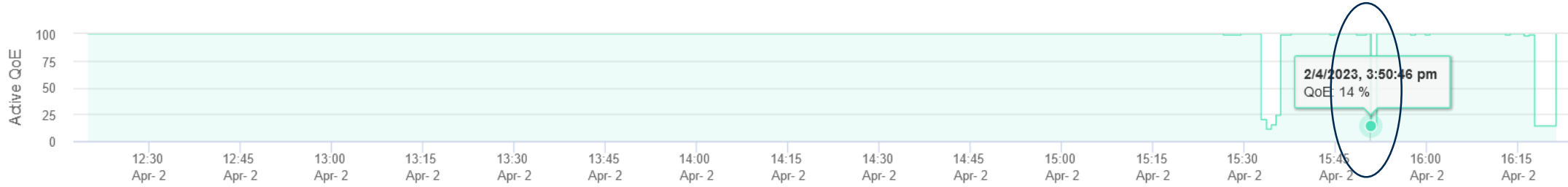
Internet Not Working

Internet is Slow

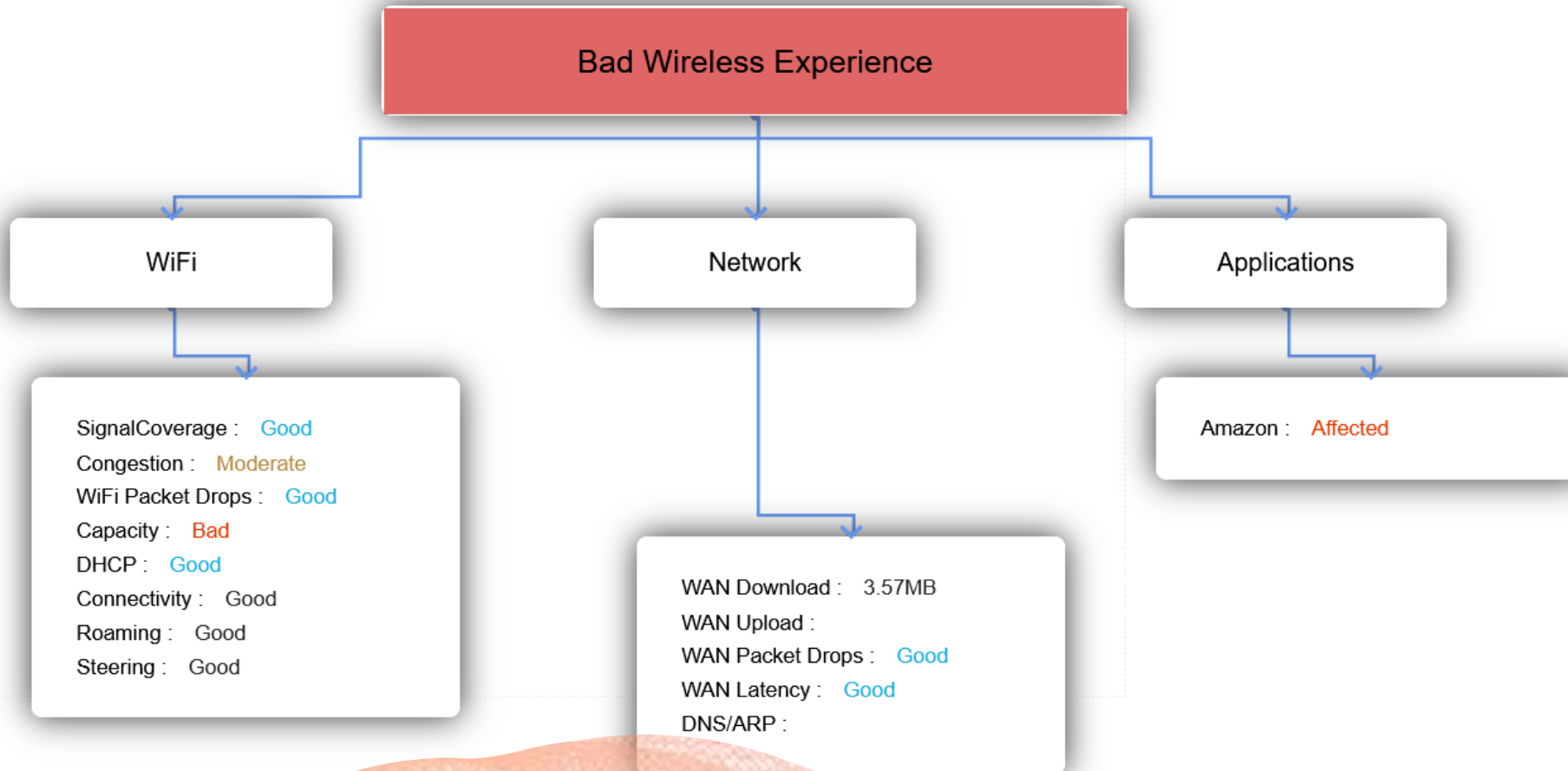# Is Subscriber Happy ?

Subscriber Happiness Index

WIRELESS EXPERIENCE

Connectivity	Network	Applications	Steering	Roaming	Stability
100%	**83%**	**83%**	**N/A**	**N/A**	**100%**
0 failures, 1 attempts 1 Clients Connected, 0 Clients Failed	49 DNS / ARP Failures 290 DNS / ARP Attempts	1 Application/s Detected 1 Clients Affected	0 Failures 0 Steering Attempts	0 Failures 0 Roaming Attempts	- Up for 15 mins

SNo	User Experience	Issue	Recommendation	Insights
1	Amazon Experience is affected for 3 minutes, 14 seconds	Low Rate affected 1 Clients	Move clients closer to CPE or reposition the CPE. If problem	More Info

Why is my Youtube slow

Network insights with easy macro-to-micro navigation to drill-down on issues for faster Root Cause Analysis

Bad Wireless Experience

WiFi

Network

Applications

SignalCoverage : Good
Congestion : Moderate
WiFi Packet Drops : Good
Capacity : Bad
DHCP : Good
Connectivity : Good
Roaming : Good
Steering : Good

WAN Download : 3.57MB
WAN Upload :
WAN Packet Drops : Good
WAN Latency : Good
DNS/ARP :

Amazon : Affected

Aprecomm helps Service Providers with

- Is QoS equal to QoE (True Experience Measurement) ?

- How happy are my customers. What could be potential churn % this month ?

- Network is all Green, why so many support calls ?

- Can I be proactive in fixing customer issues rather than reactive

- Is it humanly possibly to measure the QoE of millions of homes out there ? Can it be improved ?

- How can I decrease my support cost ?

- How do I increase my ARPU

Is QoE same as QoS ?

QoS

- Measure of Network Performance
1. Latency
2. Packet Drops
3. Jitter
4. Download/Upload Speed

QoE

- Reflection of What Subscriber Experience

Depends on
1. Onboarding Experience (DHCP, DNS, WiFi Handshake)
2. Roaming Experience (Neighbor AP Selection)
3. Application Aware Experience
4. Device Steering Experience
5. Connection Drops

Bringing Million Smiles Every day

45+
SERVICE PROVIDERS

4 million
CPES BEING MANAGED

25 million
CONNECTED DEVICES

Germany

US

Japan

Philippines

India

Africa

Mauritius

aprecomm
DRIVE DEVICE EVOLUTION

QUICK LIVE DEMO

GET IN TOUCH

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