

FEEL THE EXPERIENCE
OF BROADBAND INTERNET

STEP INTO YOUR CUSTOMERS' SHOES

XPERIENCE

Broadband Quality of Experience

How do your customers perceive your broadband services?

Xperience lets you test and diagnose your service quality from their perspective.

Quality of Experience Tracking

Xperience based customer centric routine testing generates a continuous stream of experience sample data (QoE KPIs), allowing to verify the service quality of the network as it is perceived by customers and to discover service degradations that otherwise are hard or impossible to derive from pure backbone network monitoring systems.

Customer Experience Research

Xperience effectively implements QoE Studies to derive the customer experience levels for quality investigations and service provider benchmarking.

QoE Studies can also be performed as an outsourced service.

Care Center

Customer complaints can be diagnosed faster and more reliably reducing significantly the operational costs at helpdesk and field service.

Customer Self-Care

Xperience Self-Care generates value-added for both, customers and the operator, as service problems can be diagnosed without interaction of helpdesk. In addition, the service provider gets precious self-care data that directly points him to the service issues of his customers.

QoE in Convergent Networks

More and more customers are drawn to smartphones or tablets to access the Internet. Xperience APP for mobile devices, allows smartphone and tablet user to run self-diagnosis and configuration tests to troubleshoot service and configuration issues, even when they don't have connectivity.

Customer Feedback

The best way to get customer's opinion about a delivered service is to ask him. For this simple, but important reason, Xperience allows the creation, distribution and analysis of customer questionnaires.



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Benefits

- *Fast diagnosis and reliable dispatching at customer support reduces diagnostic times up to 60%*
- *Customer self-care cuts OPEX at customer support up to 45%*
- *Continuous tracking of quality levels as perceived by customers*
- *Identification of service degradations with proven impact on the end customer experience*
- *Verification of network performance values based on customer experience data*
- *High performance architecture allows to introduce the support of new devices and the realisation of new use-cases on the fly*
- *Open interfaces allow fast integration with backend systems*



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Broadband Internet Service Providers (ISP) get increasing attention towards service stability and performance.

The public opinion is often driven by service studies done by technical magazines or national regulators. A bad reputation can have direct impact on the economical figures. The best way for the operator is verifying network quality from their customers' perspective in order to identify and remedy potential issues within their own network. At the same time, it is important to compare the service quality against the competitors.

In direct customer contact, operators need to offer fast and error free complaint diagnosis and dispatching, to solve complaints as quickly and customer friendly as possible.

In fact, in the Internet age, many customers prefer to use self-care options in the first place to diagnose and solve problems rather than calling hotlines.

The architecture of Xperience is designed to cope with the demanding requirements of a customer centric monitoring and diagnosis solution, with special attention given to high scalability and customer interaction. All distributed software probes, APPs and hardware probes are managed from one central server cluster. Generated test and diagnosis results are instantly available in the central data repository located on the server cluster. An easy to use management application is provided to define, monitor and maintain the distributed solution from one central point.

Xperience easily integrates into the ISP's existing backend infrastructure. Web services and CSV exports are provided to integrate with legacy systems like data warehouses, help desk applications or reporting systems.

Xperience's redundant hardware and database architecture fulfils all carrier grade availability and security requirements.

Xperience has been successfully deployed to a variety of Broadband Access Technologies:

- FTTx
- xDSL
- Cable
- Mobile Broadband

STREAMBOW

The next generation of network management

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