

Operations Insights

KEY BENEFITS

Save Money

- Fewer QoE complaints – by proactively identifying App QoE issues before they result in customer satisfaction issues
- Reduce issue handling times & escalations, due to deeper insights into customer enquiries & their specific experience
- Reduce truck rolls - due to better diagnosis and proactive handling of customer issues

Make Money

- Reduce churn – by proactively resolving QoE issues and more quickly satisfying customers at risk of churn
- Increase ARPU – by identifying subscribers that would benefit from plan upgrades

Operations Insights provides visibility into the subscribers' individual and collective experience, correlating their experience to end-to-end network anomalies, and enabling automation and empowering network operators to respond in ways that can both save the day and improve revenues.

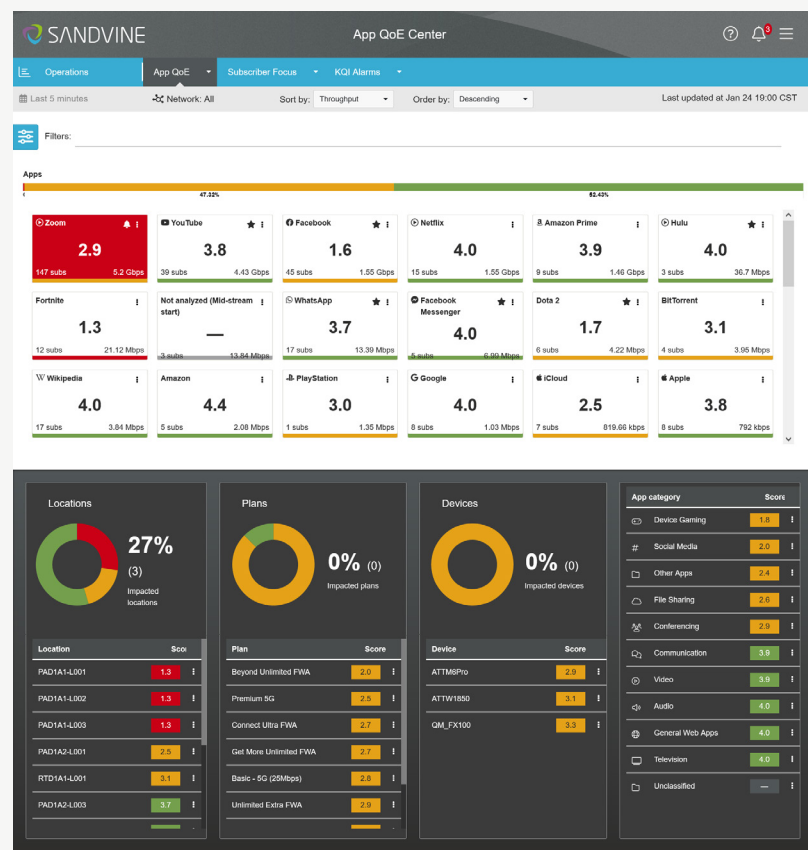
Operations, performance, and customer care teams are under constant pressure to handle more with less, including helping drive financial performance. Operations Insights automatically detects network anomalies, identifies areas where the subscriber experience is suffering, and answers the key questions of who, what, when, where, and why.

Key Features

- 5W Framework – who, what, when, where, why
- Configurable alarms
- Automatic issue detection & diagnosis leveraging AI/ML
- Identification of suffering subs based on locations, network elements, devices, apps, plans and more
- 5F Network slice monitoring and SLA management capabilities

Figure 1

Sandvine App QoE Center

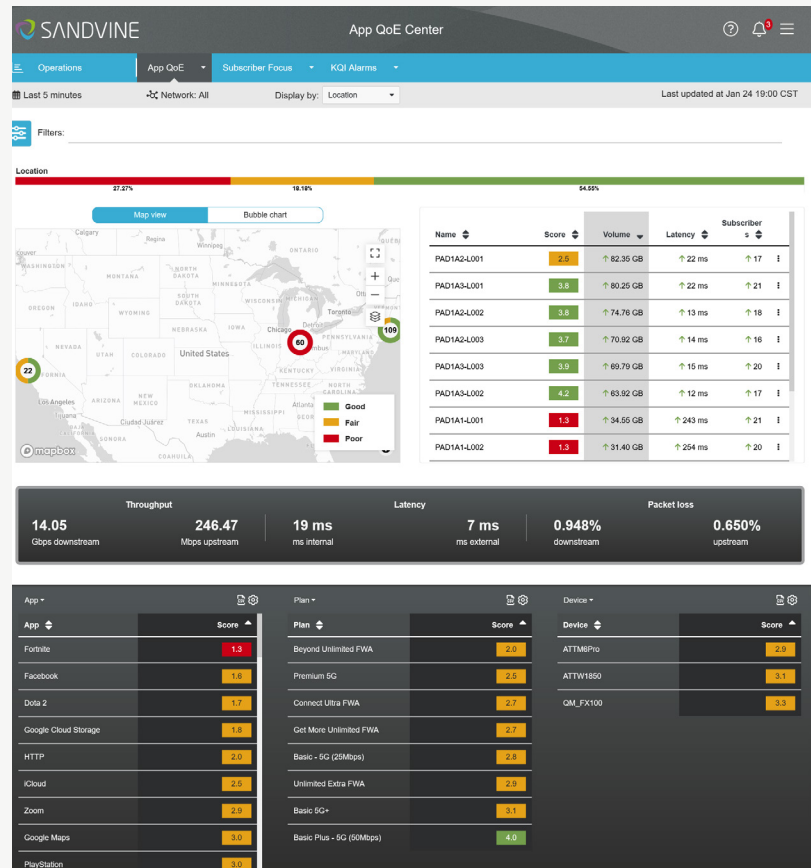


UNDERSTANDING THE WHERE

Operations teams can see where subscribers are experiencing issues and gain insight into key KPIs at each location (**Figure 2**). A simple click on a location, updates all the relevant information, making it easy for operation teams to understand how a location is performing and the types of applications, devices, and plans that are being served by that location.

Figure 2

Sandvine App QoE Center

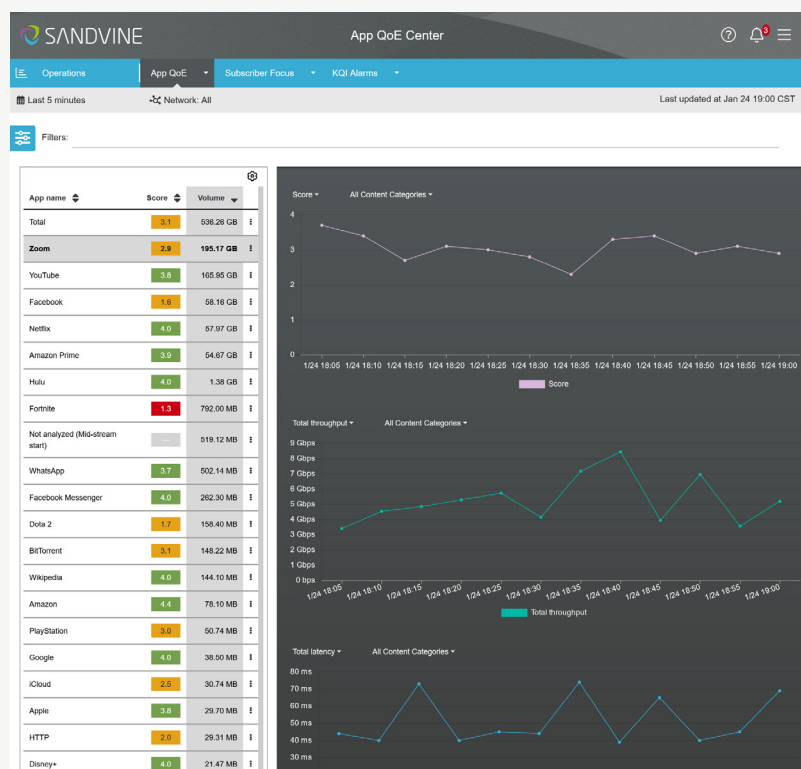


UNDERSTANDING THE WHEN

Operations teams can see how key KPIs are trending over a time (**Figure 3**). A simple click on an application, and/or selection of a filter, enables Operations Teams to easily see the KPI trends per app, location, market area, region, slice, and many other dimensions.

Figure 3

Network trends



REQUIRED SOLUTION COMPONENTS

- AppLogic
- Insights data Storage

ABOUT SANDVINE

Sandvine's cloud-based Application and Network Intelligence portfolio helps customers deliver high quality, optimized experiences to consumers and enterprises. Customers use our solutions to analyze, optimize, and monetize application experiences using contextual machine learning-based insights and real-time actions. Market-leading classification of more than 95% of traffic across mobile and fixed networks by user, application, device, and location creates uniquely rich, real-time data that significantly enhances interactions between users and applications and drives revenues. For more information visit <http://www.sandvine.com> or follow Sandvine on Twitter @Sandvine.



USA
5800 Granite Parkway
Suite 170
Plano, TX 75024
USA

EUROPE
Neptunigatan 1
211 20, Malmö
Skåne
Sweden
T. +46 340.48 38 00

CANADA
410 Albert Street,
Suite 201, Waterloo,
Ontario N2L 3V3,
Canada
T. +1 519.880.2600

ASIA
Arliga Ecoworld,
Building-1, Ground Floor,
East Wing Devarabeesanahalli,
Bellandur, Outer Ring Road,
Bangalore 560103, India
T. +91 80677.43333

Copyright ©2023 Sandvine Corporation. All rights reserved. Any unauthorized reproduction prohibited. All other trademarks are the property of their respective owners.

This documentation, including all documentation incorporated by reference herein such as documentation provided or made available on the Sandvine website, are provided or made accessible "AS IS" and "AS AVAILABLE" and without condition, endorsement, guarantee, representation, or warranty of any kind by Sandvine Corporation and its affiliated companies ("Sandvine"), and Sandvine assumes no responsibility for any typographical, technical, or other inaccuracies, errors, or omissions in this documentation. In order to protect Sandvine proprietary and confidential information and/or trade secrets, this documentation may describe some aspects of Sandvine technology in generalized terms. Sandvine reserves the right to periodically change information that is contained in this documentation; however, Sandvine makes no commitment to provide any such changes, updates, enhancements, or other additions to this documentation to you in a timely manner or at all.