



ScoreCard

Understand the experience your network is delivering to your subscribers



SCORECARD

Measure the Quality of Experience your network is capable of delivering to your subscribers for key application types.

Sandvine's ScoreCard maximizes the ROI of an operator's investment in improving the subscriber experience.

When combined with Sandvine's Insights products, ScoreCard delivers unparalleled visibility into your subscriber's actual experience.

Sandvine's ScoreCard enables a unique solution — network health and quality of experience (QoE) scoring. It simplifies the visualization of network quality metrics, making it easier for engineering and executives to make the right investment decisions to improve their subscriber's experience.

ScoreCard measures each subscriber's throughput, latency, and packet loss at sub-second intervals to gauge the ability of the network to deliver a high quality experience to the subscriber. The scoring reflects the performance during peak usage applied to the expectations for each application class: Web Surfing, Streaming Video, Social Media, Real-time Gaming, Upload, Download and Voice Applications. The measurements include location, device, and service plan to provide context for each subscriber's traffic.

ScoreCard can be deployed on any Sandvine solution, in active or passive mode, in the operator's network. The performance impact of deploying ScoreCard is minimal, enabling pervasive deployment throughout an operator's network.

The intelligence collected in ScoreCard is visualized in the Deep Insights product family. Deep Insights has an interactive drill-down capability to enable root cause analysis for why a score is bad and where the optimal investments can be made to improve network quality for subscribers. A high-level dashboard displays a high level score that aggregates all subscribers scores with a highlight on the specific score that is degrading the subscriber experience the most.

HIGH VALUE USE CASES

- **Maximize ROI for CAPEX for Improving the Subscriber Experience** Interactive drill-down to determine the root cause of low network scores. Scores can be filtered by "problem contributors" to display how many subscribers are affected by network issues
- **Executive Dashboards** Gain insights into your overall network performance in easy to understand metrics for executives
- **Service Plan Creation** Target your marketing towards the applications that your network excels at delivering a high QoE to subscribers
- **Network Quality Assurance** Ensure that your network is delivering a high quality of experience for your subscribers
- **Service Marketing** Market your services based on the score for specific application types – "Our network delivers an A for video!"

Measuring networks based solely on instantaneous throughput is not an indication of the quality of the subscriber's experience.

SCORE METHODOLOGY

ScoreCard is based on Sandvine's many years of experience with applications and their performance on broadband networks. A network that has a high throughput may not meet the needs of a subscriber that is interested in gaming or voice applications, as they require low latency and low packet loss. ScoreCard measures the three most important factors in a consumer's broadband experience at sub-second intervals:

- **Throughput** Measured at all times, scored at peak, not an instantaneous "Speed Test" that can be affected by congestion or other network policies
- **Latency** Measured for each connection to detect the round-trip time for delay sensitive applications like gaming and voice applications
- **Packet Loss** Measured to determine efficiency of network and impact on loss sensitive applications like interactive audio and video

The scoring methodology is updated yearly to account for changes in broadband technology and in application behavior. Encryption has no effect on scoring, as the same metrics apply to traffic whether it is encrypted or not, and Sandvine has advanced heuristics to identify applications using encryption technology. A network score is comparable anywhere in the world, and comparable between fixed and mobile networks, enabling a consumer to assess if a mobile connection can meet their needs to replace a fixed line connection for their preferred applications. Network operators using ScoreCard will be able to maximize the ROI for their network investments for improving the subscriber experience.

Example ScoreCard Application Breakdown

ScoreCard rates the experience that the operator's network is capable of delivering in categories that matter to subscribers.

Improve the subscriber experience and prioritize investments for maximum ROI. Break down analytics by device, location, and subscriber tier with ScoreCard.



- **Web Surfing**
Scores C. Experience impacted by network quality. Did you know 3% packet loss doubles page load times?
- **Streaming Video**
Scores A. With very high throughput available, this network is ready for HD and even 4K streaming.
- **Social Media**
Scores D. Latency is severely effecting the interactive experience of social messaging applications.
- **Real-time Gaming**
Scores F. Due to the high latency, gaming is not viable. Fixed is better than mobile for real-time gaming.
- **Upload**
Scores B. With continuous good throughput large email attachments are sent in a snap. Did you know the average smartphone photo is 6 MB?
- **Download**
Scores C. Expectations are higher and simultaneous downloads happen more frequently than uploads.
- **Voice Applications**
Scores B. Great conversation quality. Modern voice applications benefit from a stable consistent latency.

ABOUT SANDVINE

Sandvine helps organizations run world-class networks with Active Network Intelligence, leveraging machine learning analytics and closed-loop automation to identify and adapt to network behavior in real-time. With Sandvine, organizations have the power of a highly automated platform from a single vendor that delivers a deep understanding of their network data to drive faster, better decisions. For more information, visit sandvine.com or follow Sandvine on Twitter at [@Sandvine](https://twitter.com/Sandvine).



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