



eyes' **ON**



/softat
home



Every Customer Experience Counts

Measure and improve customer experience in a world of convergent networks.

Differentiate through Quality of Experience

In a fast-changing world of commoditization, network operators can differentiate and increase customer loyalty by offering a consistently superior Quality of Experience.

Mobile and fixed agents massively deployed

Eyes'ON performs innovative monitoring thanks to remotely manageable agents embedded in customer equipment - mobile devices, home gateways, repeaters, set-top boxes, or IoT devices - allowing global view per customer, regardless of the network, including Wi-Fi 6, 5G, FTTH.

End-to-end services scoring

Eyes'ON scoring servers deployed in an operator network or the cloud provide end-to-end service monitoring, with real-time diagnostics to identify degradation root causes on a service-specific basis e.g. for Gaming or 4K TV.

Data reduction and machine learning

Eyes'ON focuses on delivering value, not data. With a large-scale deployment, Eyes'ON integrates by design data reduction through local algorithms and machine learning with edge computing for actionable insights and recommendations.





Analytics solution to improve Customer Experience benefit customer care, network operations and marketing teams.

Home LAN & Wi-Fi

Measure user Quality of Experience at home, monitor Fixed Wireless Access and connected devices.

Use Cases

- Wi-Fi Diagnostics, Issue Detection and Recommendations
- Home LAN Monitoring and Alerting
- Network Topology History

Relevant to

Marketing and Level 3 Support teams.

Mobile Networks

Continuously monitor the mobile network, identify areas of weaknesses.

Use Cases

- Coverage Maps
- RAN Optimisation and Planning
- Before/After Operation Sanity Checks

Relevant to

Network Planning, NOC and Level 3 Support teams.

Fixed Networks

Identify in realtime collective degradations, locate root cause equipment or link on operator network.

Use Cases

- Network Performance Troubleshooting
- Routing and DNS active testing
- Automatic service scoring

Relevant to

Core Network supervision and Level 3 Support teams.

End-to-end Services

Monitor all the services delivered by the network (Internet, Live TV, gaming, video streaming...), collect service-specific KPI's.

Use Cases

- Cross Networks/Media Service Monitoring
- Service-Specific Metrics and Diagnostics
- End-to-End Real-Time Checks and Service Alerting
- Root Cause Analysis of Service Degradation

Relevant to

Service Management teams.

Internet

WAN

- Global WAN QoE KPI metrics
- Latency measurements
- Transmitted and received packets
- Transmission errors
- Network issue diagnostics
- DSL synchronization status and fiber signal status

LAN

- Real-time home network map and event based history
- Latency measurements
- TV and video streaming connection quality
- List of LAN networking equipment including Wi-Fi repeaters
- Identity every device in the home with its connection type

VoIP

- Outgoing, ingoing and missed calls
- Call duration
- Voice Quality KPI

Mobile

- Global QoE and QoS KPI metrics from mobile agents (Android & iOS)
- Active and automated tests, passive monitoring
- Across both cellular (2G to 5G) and Wi-Fi networks
- End-to-end service performance
- Precise coverage and network accessibility maps

Active Agent

- Proactive Customer Experience Monitoring
- Embedded in Home Gateway, Set Top Box or Repeater
- Active and automatic tests: DNS, Routing, Connectivity, Performance, Services Scoring

Wi-Fi

Global View

- Scoring of quality of Wi-Fi experience
- Real-time 5GHz and 2,4GHz channel distribution for all devices and history
- Transmission information and scoring
- Airtime scoring
- Band steering and client steering statistics

Home View

- Neighbor and interference Wi-Fi scan
- Radar detection history
- List of connected devices and timelines
- Home Wi-Fi topology

Box View

- Transmission and scoring quality
- Antenna power
- Channel history in 5GHz and 2,4GHz
- Channel change reason history

Station View

- RSSi per device timeline
- Uplink and downlink rate per device
- Type of device
- Airtime availability for each 5GHz and 2,4GHz bands on each device



TV

Quality

- Video quality (IPTV, DVB)
- Channel-change performance and quality
- Type and quality of TV connectivity
- Performance and Quality of Experience scoring
- Remote control performances
- Remote control connection type
- Disk usage and capacity

Usage

- VOD, PVR and time shift usage
- Channel-change statistics
- EDID, brand and screen characteristics
- Usage timelines and metrics

System

Home Gateway, Repeater, Set-Top box

- Firmware version history
- CPU usage
- Free RAM
- Stability
- Scoring for each quality metric
- Number of boots
- Boot time and uptime
- Process monitoring
- Temperature and fan speed
- CPE type
- Disk usage and free space

Scoring

- End to end service scoring with 3rd party platforms delivering: video streaming, gaming, videoconferencing, instant messaging, social networks...
- Score each service per installed base or per customer: Wi-Fi, Voice, TV...
- Compare customer score to the installed base
- Correlate scoring with network events, firmware versions or customers end-devices

Recommendations

- Recommendations on the installed base or per household
- Recommendations based on machine learning algorithms
- Configurable recommendation frequency
- Recommendations to improve Wi-Fi QoE
- Recommendations to improve Internet QoE
- Recommendations to improve TV QoE
- Recommendations to improve CPE stability
- Root Cause Analysis with identification of network elements responsible for end-to-end performance degradation

Reporting

- All available services included
- Flexible report frequency
- Configurable report content according to user profiles
- Smart reports thanks to personalized recommendations

Alerting

- Set up alerts on specific services (Internet, Wi-Fi, Voice, TV, Security)
- Set smart thresholds for alerts, using scores
- Smart alerts based on recommendations

Profiles

- Adaptable dashboards according to profiles
- Network Operation Center
- Marketing and management team
- Operator hotlines



eyes'ON / KEY TAKEAWAYS



Deliver cutting edge home LAN and Wi-Fi experience thanks to powerful recommendation algorithms.



Reduce network disturbances thanks to realtime alerting and root cause analysis on collective and individual degradations.



Offer premium experience for the services that matter most to your customers, thanks to end-to-end performance monitoring.



Get ready for the next challenges of 5G and virtualized networks, thanks to machine learning and artificial intelligence technologies.

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