OPTIMIZING THE IN-HOME WI-FI CUSTOMER EXPERIENCE FOR INTERNET SERVICE PROVIDERS

7SIGNAL®

Helping customers troubleshoot in-home Wi-Fi problems used to require longsupport calls and rolling trucks. Not anymore!

The 7SIGNAL platform can optimize consumer and small business environments unlike any other solution on the market - directly from the set-top-box or customer device.

LESS HUMAN INTERACTION REQUIRED FOR SUPPORT!

- Easily deploy 7SIGNAL agents to your set-top-box ecosystem for customer life cycle optimization.

- Coordinate downloads directly with customers for on-demand troubleshooting.

IDC

IDC ROI METRICS

- **59%** reduction in MTTR

- **43%** reduction in downtime

- **36%** more efficient network management teams

- 7SIGNAL data can be analyzed by Level 1 help desk teams alleviating the need for costly escalation.

- Built for proactive optimization but supports one-call ticket resolution

IBM · BEST BUY · Steelcase · sky · Stanford · KAISER PERMANENTE

7SIGNAL

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A SEAMLESS WI-FI EXPERIENCE STARTS
WITH VISIBILITY INTO THE CUSTOMER ENVIRONMENT

UNLOCKING RAPID REMEDIATION & OPTIMIZATION

7SIGNAL optimizes the 5 pillars of seamless Wi-Fi experience, romotely:

· Roaming

· Coverage

· Congestion

· Interference

· Connectivity

STREAMLINING OPERATIONS: MINIMIZING ON-SITE VISITS AND DIMINISHING HELPDESK INQUIRIES

7SIGNAL optimizes Wi-Fi performance remotely, eliminating expensive truck rolls and reducing helpdesk calls, resulting in immediate cost savings for Internet service providers. At the same time, it ensures an outstanding customer experience and improves reliability of services.

REDUCING MEAN TIME TO RESOLUTION (MTTR) FOR QUICKER PROBLEM SOLVING

By identifying and resolving problems up to 59% faster, service providers can deliver uninterrupted streaming experiences for their customers, leading to increased customer loyalty and retention.

CONTACT US TO LEARN MORE
ABOUT THE 7SIGNAL PLATFORM

Our platform will reduce the human interaction required to solve Wi-Fi problems within your business. Are you ready to learn more? Connect with us!

To explore the full capabilities of the 7SIGNAL platform and learn how it can optimize Wi-Fi connectivity in your consumer environment, request a free trial.

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WI-FI ISSUES DETECTED

VIEW DETAILS

7SIGNAL