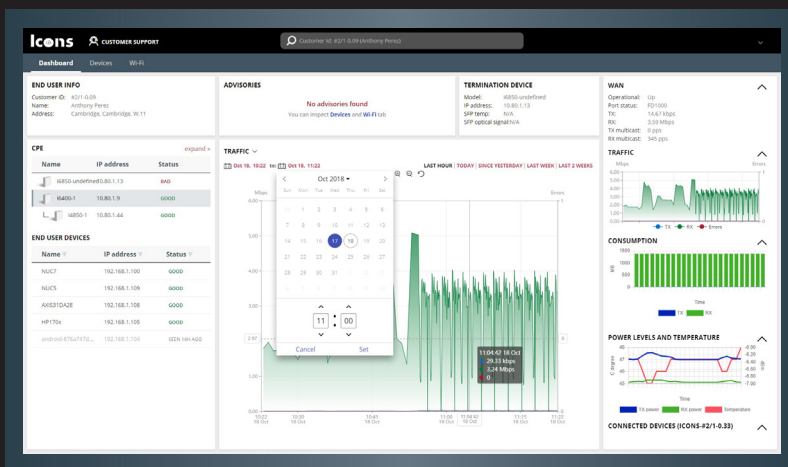


END-TO-END REAL TIME NETWORK MONITORING

- including in-home end-user devices



Dashboard section provides a thorough overview showing end-user info, proactively advisories, CPE and end-user specific data and system version. Look-back function allows to troubleshoot issues happening back in time.

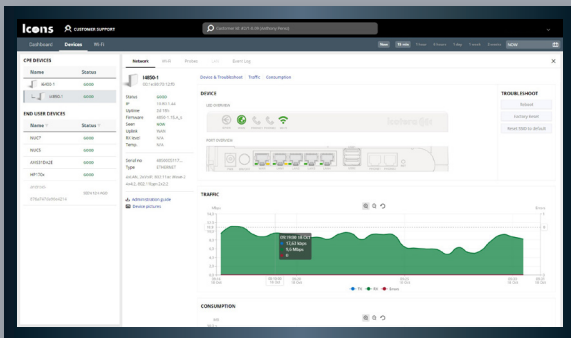
- End-to-end in-home monitoring incl. Wi-Fi
- Proactive fault handling based on insights
- Reduce and shorten support calls
- Better customer insight
- Increased customer satisfaction
- Reduce OPEX

Comprehensive Support Insights
- for real-time troubleshooting and analyzing

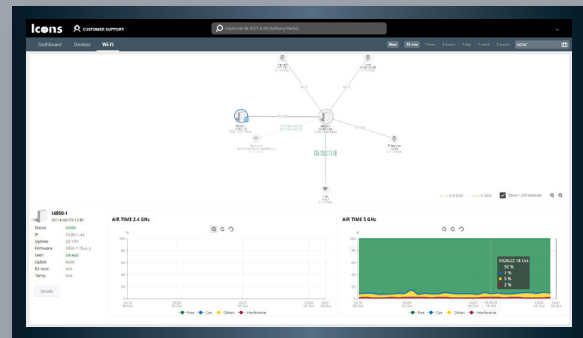
New level of ISP support

Through intelligent insights, ICONS allows Network Operators and Service providers to reduce and shorten support calls by offering enhanced capabilities for end-user support and network performance diagnostics. In real-time ICONS gathers, analyses and process information that enables Operations to initiate proactive/preemptive fault handling and gives the customer support center a much faster problem-solving time.

ICONS shows live mode and historical data of devices connected to in-home routers, switches and access points. Most relevant information is placed in easy to read overview and data is displayed in tables, interactive lines and graphs. The look-back function opens the possibility to troubleshoot at periodically performance issues at any given point of time. This leads to a more efficient customer support and helps increase customer satisfaction.



Devices section shows specific CPE data: LED & Ports status (on/off & connected/disconnected ports), traffic patterns etc.



Wi-Fi section displays a comprehensive overview of all in-home-connected devices and how they are performing in the network.

Wi-Fi network analysis

ICONS perform full Wi-Fi network analysis. Based on given parameters, an advisory module finds the concerned in-home devices, and analyses the history and current state. Drawn conclusion is used to present not only an identified issues but also to suggest remedy. This way ICONS help Network Operators and Service providers to optimize the end-user support.

Empowering of 1st line support

- Increase most service calls to be solved immediately

