# Veego puts an end to malfunctions in the Connected Home

The typical home will soon host dozens of interconnected smart devices, delivering all sorts of digital services. Billions of such devices are already providing entertainment, energy, lighting, security and many other services that users can easily control and enjoy. They want more.

But a single glitch anywhere along the service-delivery chain can upset the user experience and require intervention.

Server — WAN — Router — In-Home Network (LAN) — Device — User
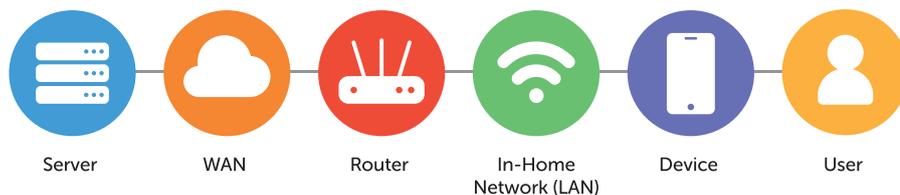
The costs and efforts of supporting the Connected Home are growing dramatically

As the ISP, you already have your router in the home and are responsible for providing connectivity, so your subscribers rely on you for support when something goes wrong. But with little visibility into the home, insufficient knowledge of what devices are present or the services they are consuming, and insufficient measures of QoE at any moment, your Customer Care team cannot provide timely, efficient and cost-effective support.

Putting the EYE in ISP

Veego empowers ISPs with crucial real-time visibility into each subscriber home by continuously discovering connected devices and services. Providing customizable views of every individual home, Veego enables ISPs to know the topology of devices and the services they consume along with vital insights and analytics, service classifications, device fingerprinting and much more.

Highlights

- Real-time visibility into the home and its devices and services

- Automatic detection, analysis and resolution of malfunctions and anomalies

- Deflection and shortening of support calls

- Elimination of unnecessary device replacements and expensive truck rolls

- Accurate metrics of overall home QoE with drill down into individual devices, services, WiFi and more, including trends

- Automatic upsell alerts based on actual subscriber experience

- Easy-to-understand dashboards

- Seamless integration with existing CRMs, virtual assistants, chatbots, smartphone apps, BSS, OSS, Customer Care and other systems

Scoping
Auto-discovery of devices, services and interoperations, and continuous monitoring of behaviors

Detection
Real-time identification of malfunctions, behavior anomalies and other conditions as they occur

Analysis
Automatic diagnosis and location of any problem to establish root cause, saving tedious investigation time and effort

Resolution
Return of devices and services to proper behavior, deflecting support calls and averting unnecessary equipment replacements

Smarter care is better care

Veego puts an end to malfunctions in the Connected Home as it grows smarter and more complex. A native SaaS platform, Veego delivers a complete solution to the rapidly growing range of Customer Care and Operations challenges facing ISPs. Veego employs innovative AI and other technologies, including our unique Global Malfunction Signature Library, to detect, analyze and resolve device and service problems automatically, often without the subscriber even knowing.

## When they call, you are ready

When human intervention is required, Veego provides accurate analyses to CSRs, enabling quick and precise resolution. Veego saves ISPs considerable time and money:

• Average Handling Time (AHT) of support calls is slashed

• First Call Resolution (FCR) is improved

• Unnecessary hardware replacements, truck rolls and technician visits are averted

Subscribers love the prompt and effective service!

Quantifying your subscribers' actual experience

Veego delivers continuous, context-aware health reports per home (accurate "Home Scores") that let you to know at a glance the overall quality of any subscriber's experience right now. You can group homes or drill down into individual devices, services, the WAN, the router, or the WiFi, to see how they are behaving now or historically. You can quickly measure the effects of actions and policy changes.
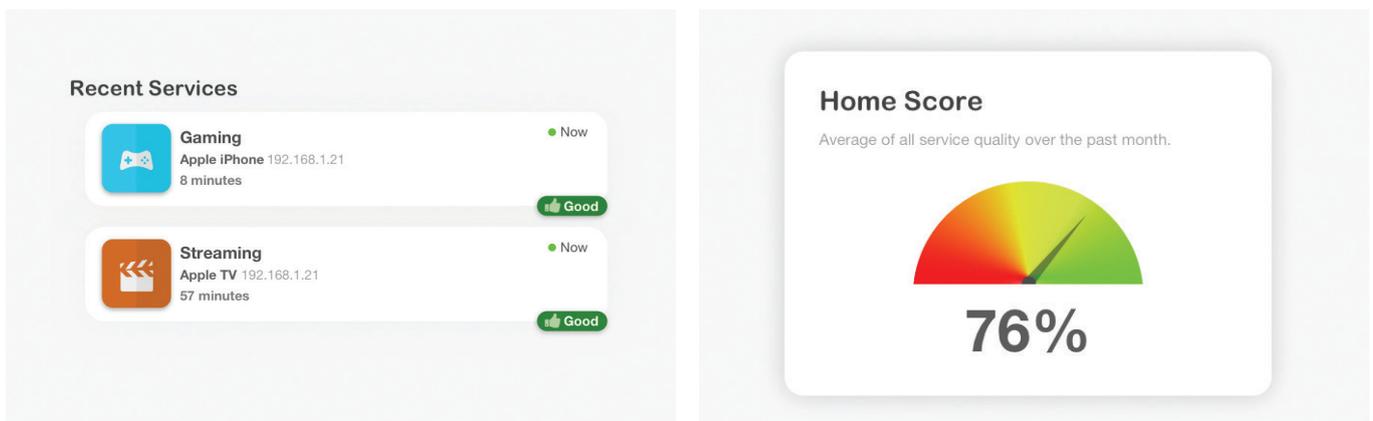
Turning support into profit

Utilizing its deep knowledge about each home, Veego provides insights that enable personalized services and generate new revenue opportunities. Veego automatically creates relevant alerts — perfectly timed opportunities for CSRs to upsell and cross-sell hardware, bandwidth and services. Subscribers with a high likelihood of buying can be grouped and proactively contacted at just the right time.

People want a Connected Home that works
Veego makes sure it does