



Veego puts an end to malfunctions in the Connected Home

When connected devices and services don't behave properly, subscribers become frustrated and contact their Internet Service Provider for support. But, today, ISPs are blind — they cannot see what is happening with devices and services (online gaming, video streaming, browsing, conferencing, etc.) in the home. They are unable to reproduce and locate problems and they are incapable of quickly analyzing root cause. ISPs waste millions of dollars on time-consuming, fruitless support efforts that often result in expensive, ineffective and unnecessary router exchanges and technician visits — and unhappy subscribers.

Better customer care delivered efficiently

Veego delivers a complete solution suite that addresses the rapidly escalating mass of Customer Care, Operations and Marketing challenges facing Internet Service Providers. Veego continuously discovers all the connected devices and services executing in each home, endowing ISPs with visibility into subscriber behavior and experience. In real time, Veego automatically detects problems, analyzes their root cause, and often resolves them autonomously or by assisting the subscriber, thereby avoiding many tech-support calls. When ISP Customer Care intervention is required, Veego promptly feeds accurate analyses to CSRs, enabling efficient communications with subscribers and speedy first-call resolution that saves considerable time and money. With Veego, support calls are deflected and shortened, truck rolls are reduced, and unnecessary hardware replacements are eliminated.

New technologies in the service of ISPs

Veego's SaaS solutions employ innovative technologies (AI, Big Data Analytics, Machine Learning, our unique Global Malfunction Signature Library, and others) that are changing the world of ISP Customer Care and Subscriber Experience.

Highlights

- Gives ISPs visibility into the Connected Home and beyond
- Slashes the expenses of Customer Care
- Automatically detects, analyzes and often resolves problems autonomously
- Arms CSRs with Veego's root-cause analysis and location of problems with effective suggestions for prompt resolution
- Furnishes context-aware reports of the health of connected devices and services
- Calculates real-time Home Scoring that includes mesh and router performance health, WiFi device activity health (quality, stability, coverage) and context-aware service health (gaming, streaming, browsing)
- Sends brief, helpful informational and self-repair messages to subscribers on behalf of the ISP through preferred communication channels
- Delivers automatic alerts, updating CSRs when a subscriber is likely to buy relevant products or services



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

The Solution Suite

Comprising five Individual solutions, the native-SaaS Veego Solution Suite delivers full visibility into the connected home while automatically detecting, analyzing and resolving problems. Collecting big data from the continuous operation of home routers globally, Veego enables NOC and Operations staff to glean unique, highly useful demographic, usage and experience insights from their subscriber base. Marketing personnel can understand the QoE from the subscriber perspective, fortified with valuable suggestions to maximize it.

Veego Scope

Enables ISPs to always know what's going on in each connected home, including the subscriber experience. ISPs receive accurate, near real-time reports of the **health of connected devices** and services as well as **Home Quality Scores** which are context-aware, e.g., the requirements for gaming are different than for streaming. How well are the needs of the home subscriber being served? What is the true end-to-end experience of the subscriber per service? These and many other questions of interest are answered by Veego Scope.

Veego Smart-Care

Delivers the benefits of Veego's AI, unique Global Malfunction Signature Library and other innovative technologies to the service of ISP Customer Care. Knows when a problem belongs to the ISP and when it doesn't. **Slashing support costs** while dramatically improving the measurable effectiveness of subscriber support, Veego Smart-Care boosts the efficiency of Customer Care while improving subscriber satisfaction. Many **technical-support calls are deflected**, but when a call is made, CSRs already have at their disposal a complete analysis and location of the problem along with effective recommendations, **shortening the call and boosting first-call resolution**.

Veego Self-Care

Reduces technical-support call volume by helping subscribers address their own problems, creating an automated and helpful engagement channel between the ISP and subscribers. Pinpoints root-cause so that subscribers do not have to call ISP Customer Care for unrelated problems. Informs subscribers about the status of their devices and services with helpful, instructive messages, empowering them to **resolve problems themselves**. Messages can be sent to subscribers via ISP preferred channels including smartphone app, chatbot and voice assistant. Messages are also forwarded to the ISP Customer Care system.

Veego Operations

Presents ISP Operations and NOCs with **deep insights into actual subscriber experiences** now and in the past. Easily customizable views of population segments enable tracking of specific KPIs — actual buffering, slowness, glitches, etc. — context-aware and pertinent to each classified service. ISPs can **identify bottlenecks at a glance** across the entire service-delivery chain, from the service cloud to the end-device. They can **measure how demographic groups are performing**, how best to treat them and can quantify the improvements.

Veego Upsell

Utilizing deep knowledge about each home and its devices and services, creates **automatic alerts** for CSRs and subscribers, informing them when a relevant product or service will aid their QoE or enjoyment. Veego Upsell informs CSRs and Marketing personnel about these and other **revenue-generating situations** tuned to the ISP's unique offerings.

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

