



“Through the eyes of the Customer” is the solution you’ve always needed. We measure the quality of Broadband as delivered and experienced by the Customer.”

Nova^{QX} e2e Service Assurance

Nova^{QX} is our exciting unique system that measures the quality of Broadband as delivered to and experienced by the customer. It does this by service and by any technology from any desk to any destination in the world. This is our “Through the eyes of the Customer” experience.

Background

Our Customer provided a fixed connection to every home and business in the country.

But they wanted an investigation carried out into the way that their network and their organization was performing. This is where we came in.

Scope

The need for our “Through the eyes of the Customer” solution was identified as we sent in one of our experts in the field.

We carried out an audit by installing probes in a selected premises across our Customer’s network

Each probe that was deployed mimicked the way in which a customer uses the internet, and recorded the experience of a whole range of services from browsing to Video on demand, in a detailed and objective way.

By measuring the end to end experience, the probe system was able to reflect the reality of the connection, and then to pinpoint where the problems are occurring.

Result

During the audit the system, in the hands of one of our experts, who was embedded in their organisation, identified and enabled the correction of many issues affecting the broadband service delivered over DSL & FTTH.

For example:

- The inappropriate setting of traffic management policy which caused a major throttling of traffic
- reductions in download speed
- Inappropriate settings on their FTTH lines resulting in serious underperformance.



“Once the root causes are understood the technical teams can work on resolving the problem whilst continuing to monitor probe results to show just how effective the fixes have been.”

- Mismatched modem modulation settings which caused the system to under-perform

Our Customer was so impressed with this measurement capability that they ordered a permanent deployment.

They have steadily appreciated the value of the insights provided by our unique system and have now built a new operational department around Nova^{QC} to better handle their customer’s issues.

The board also authorised a doubling of the number of probes, and agreed a new three year term for their usage.

Why not let us help you as we can help any Customer anywhere in the world, whether connected by DSL, FTTH, Wi-Fi, 3G or 4G whether homebased, on the move or in business.