

ECO Self-Service™

CONFIGURE, VALIDATE AND TROUBLESHOOT WI-FI

Empower your subscribers to manage their own home Wi-Fi and dramatically reduce call center and truck-roll load

MARKET TRENDS

The Fallout from Wi-Fi Frazzle:

- Subscribers struggling to manage home Wi-Fi
- Home networks are getting more complex
- An ever increasing number of home devices
- Loads on the Call Center and Field Operations are unsustainable
- Interference from non Wi-Fi devices impacts the home Wi-Fi experience



PRODUCT OVERVIEW

53% of Wi-Fi users report streaming issues and interference. Wi-Fi congestion, and contention only make matters worse. The average U.S. household has 7 devices connected to the Internet via Wi-Fi, cellular or a fixed network and it is expected this will grow to double with Wi-Fi as the dominant technology inside households worldwide. When there is a problem with the Wi-Fi service who will the consumer turn to for assistance? Their Service Provider of course! Without the proper tools and systems in place, there is no way Service Providers can guarantee the best user experience possible. Service Providers are observing as much as a 30% increase in service calls related to Wi-Fi and Wireless problems. The burden on the Provider could further increase as high-quality managed video offerings based on Wi-Fi technologies become more prolific.

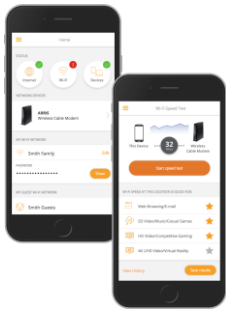
Wi-Fi has become a necessity in today's complex home environment, with more services working across more devices connected to the wireless home network. The variety of devices in each home provides a unique challenge for Service Providers looking to deliver seamless experiences to their subscribers. Common problems like slow download/ upload speeds, channel interference, security settings and configurations are primary call drivers that consume resources and operating revenue.

ARRIS addresses these problems by constantly improving the Wi-Fi experience and visibility into the home, with ECO Self-Service, operation personnel as well as subscribers have the troubleshooting tools needed for cost effective Wi-Fi performance management.

ECO Self-Service is a set of browser-based portals coupled with mobile device applications designed to simplify Wi-Fi management and troubleshooting of the home network for the subscriber. With this system, subscribers can configure, validate and troubleshoot Wi-Fi networks with ease. Thus improving customer experience and reducing the possibility of churn, operational expenses and ultimately Service Provider profitability.

Features

- Provides full visibility into the home network
- Subscribers have expanded control over Wi-Fi management/ experience
- Supports customer education initiatives
- Recommendation engine for solving problems
- Works with any Gateway with Wi-Fi data models
- Designed for Re-branding
- Top views
 - FAQ, knowledge base
 - Edit Wi-Fi settings
 - View home network
 - Away from home network view
 - Enable guest Wi-Fi



Benefits

- Reduce call center volumes – subscribers solve their own issues
- Reduce truck-rolls – eliminates need of technician for every fix
- Reduce churn – better customer satisfaction/ experience
- Faster Wi-Fi expansion – provides a path toward self-installation
- Reduced call handle times – CSRs have more Wi-Fi information

ECO Self-Service is an essential companion during initial cable, DSL and Ethernet gateway access point installations as well as during subsequent follow-up service calls. The application can be used to configure wireless settings through the execution of a Site Survey of the RF environment in order to select the location, band, and channel. It is also instrumental in checking for connected devices and areas of the subscriber's home that may have less than adequate wireless signal, and to perform network speed tests to validate the subscriber experience.

The combination of integrated features for the installation at the customer premises, and access by the Customer Support Representative using ECO Self-Service from the central office, and the subscriber accessing consistent information at a level suitable for the user eliminates confusion -- This shared view maintains the history of changes and empowers each user based on their abilities, requirements and needs.

Accessible, easy to use subscriber self-service and home network management applications