

Delivering key metrics that identify issues impacting your video service, while providing clear insight about what your subscribers value most

Overview:

Your goal is to deliver the high quality, trouble-free video service your subscribers demand, while simultaneously increasing operational agility and reducing costs. As networks are becoming more complex and content costs continue to rise, savvy service operators are looking for ways to reduce costs by anticipating and eliminating churn due to dissatisfied customers.

AminoSM Engage Analytics & Quality, part of our suite of hosted service management tools, provides key metrics which identify key issues and give clear insight into what consumers value most. Because Engage is hosted, there is no need for costly hardware and complicated networking configurations which means that, Engage can monitor any device in any network, in any home.

Features:

- Proactively identify issues impacting quality of service and quality of experience
- Establish alarm thresholds and identify troublesome devices
- Define logical groups simplifying identification of issues related to network segments
- Compare performance of new firmware prior to rolling out to consumers
- Create virtual device grouping aligned to your deployment
- Capture channel and application consumption metrics

Benefits:

- Reduce customer support calls and truck rolls
- Eliminate need for additional on-premise hardware or software with hosted solution
- Simplify integration with 3rd party data collectors with Client APIs
- Improve content negotiations, promotional campaigns and ad sales

