Plume®

Harmony

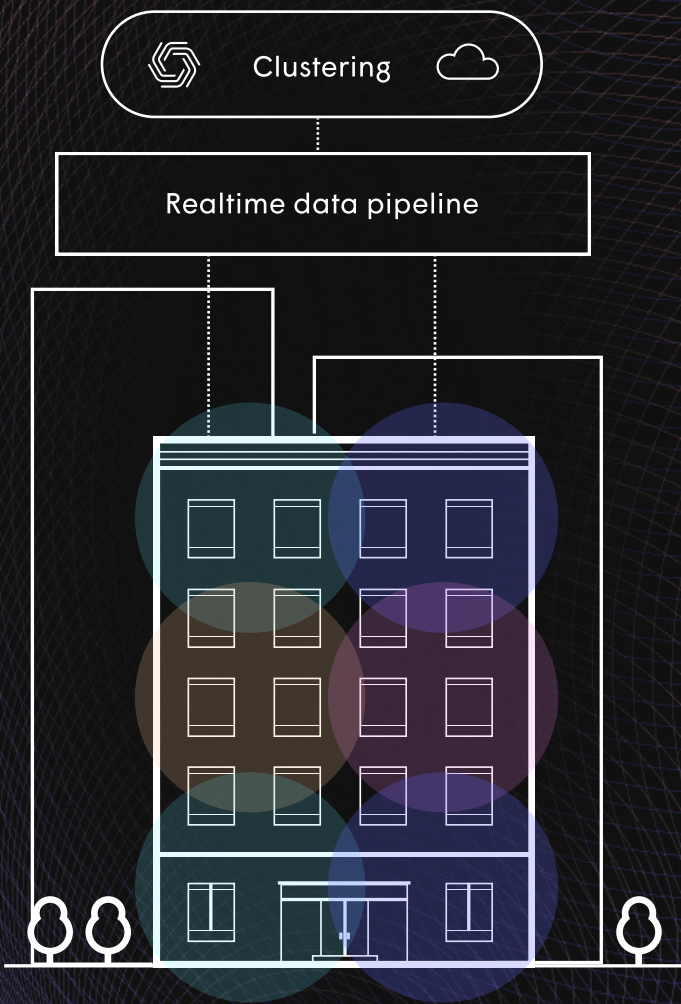## Optimize the in-unit WiFi experience for MDU tenants

Help MDUs overcome density-related WiFi issues to reduce churn and boost NPS
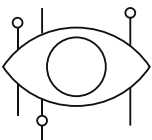
Multi-Dwelling Unit (MDU) properties and Communication Service Providers (CSPs) that fail to meet today's work-life connectivity demands may face the threat of churn and low NPS. By leveraging intelligent, adaptive WiFi that adjusts to tenants' needs, they can solve the typical performance pocket and network interference issues encountered in high-density properties.

Clustering

Realtime data pipeline

Harmony uses sophisticated optimization algorithms to proactively minimize WiFi interference in densely populated spaces
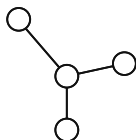
Powered by AI-driven learning algorithms, Harmony aligns WiFi to users' bandwidth needs, increasing airtime to tenants that need it the most, such as those on work calls, streaming movies, or gaming. It provides tenants—residential or small businesses—with Plume's award-winning adaptive WiFi service that adjusts to their individual needs and, in turn, increases user satisfaction.
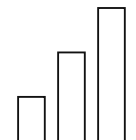
Key features

Clustering algorithm

An algorithm that auto-groups locations and access points (APs) based on their radio frequency proximity to optimize bandwidth across the entire MDU.
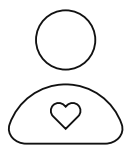
Airtime optimization algorithm

This channel selection algorithm matches airtime demand to airtime supply per AP, automatically steering tenant devices to the optimal channel based on cluster density and spectrum availability.

Algorithm and cluster KPI reporting

This algorithm calculates the "pain metric" KPI per AP formulated on airtime optimization algorithm performance. It considers the number, size, and density of clusters and optimizes them based on peak usage time and need.
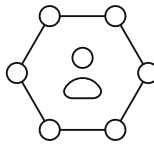
Key benefits

Increased customer satisfaction for CSPs and MDUs

Minimized connectivity issues mean fewer complaints from tenants and happier MDU managers.

Improved operational efficiency

Sophisticated optimization algorithms purpose-built for MDUs provide unrivaled network performance and reduce the number of truck rolls.

Elevated user experience

Tenants gain unprecedented control of their connected experience with the industry-leading HomePass and WorkPass apps.

"We see opportunities for Uprise to help us manage apartment buildings, colleges, and even courthouses. Plume's Uprise is a game changer, and we're excited about the many ways we'll put it to work."

Heath Wiley, Marketing Director, Gearheart Communications

Why partner with Plume?

Plume's solutions help CSPs reduce costs while increasing operational efficiency.*

NPS ▲ 60+   Truck rolls ▼ 67%   Monthly ARPU ▲ $15   ROI ▲ 200%

*Data based on an average taken across Plume's deployed CSP customer base.

Let's get started

Start realizing your full MDU potential when you partner with Plume. Contact **partner@plume.com** to learn more.