Plume®

Haystack

## The tools for superior subscriber experience management.

Keep up with today's increasingly complex smart homes.

Communication Service Providers (CSPs) are on the hook to provide subscribers with top-tier performance but lack the visibility necessary to quickly diagnose issues and provide proper support.

In order to deliver a premium experience, CSPs need to pinpoint issues when they arise, identify solutions, and determine when or if they could happen again.
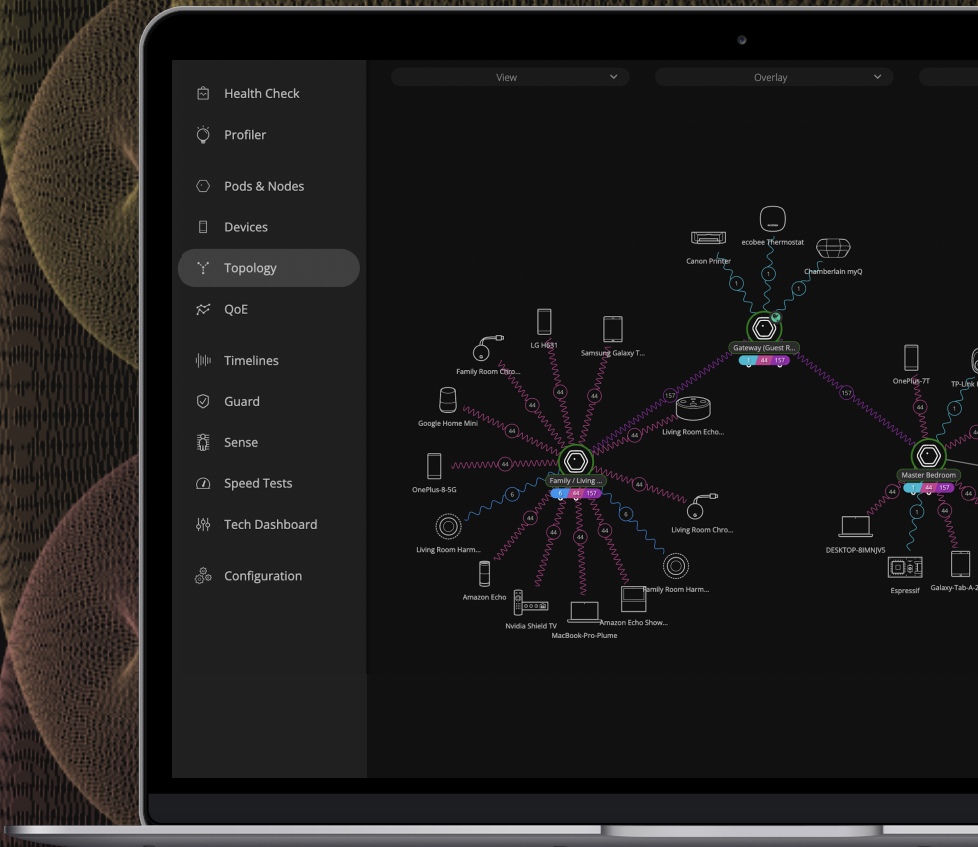
Leverage insights essential to improve subscriber experiences

Haystack helps CSPs increase revenue and decrease churn with end-to-end visibility of the entire network, real-time issue identification, troubleshooting tools, and automated workflows to proactively resolve problems.
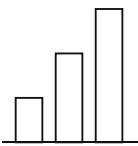
By prioritizing personalization and high performance over basic connectivity, Haystack makes it possible to scale with the ever-evolving demands of today's smart homes.
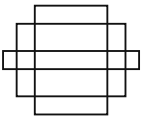
Applications
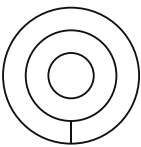
Signal

The predictive intelligence tool that utilizes browser-based dashboards and applies AI to alert to, predict, and resolve subscriber issues.

Panorama

A comprehensive analytics dashboard built for customer lifecycle management. Panorama provides network-level insights, KPI tracking, and device and security analytics in a single view.

Frontline

A proactive support application that identifies customers in need, before they call you. Frontline is supported by autonomous self-help workflows, real-time diagnostics, and network performance tools.
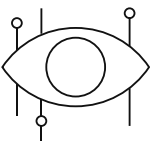
QuerySight

SFTP interface access allows you to analyze and visualize data in your own Business Intelligence tool. With QuerySight, you will gain insights to understand your network and customers at a granular level.
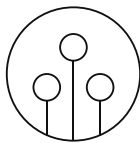
Key benefits
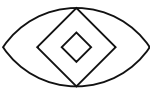
Visibility

Get unprecedented insight into your network and trend analysis to uncover growth opportunities, reduce churn, and improve your subscriber experience.

Efficiency

Continually optimize your network operations to keep operating costs low.

Proactivity

Identify subscribers' connectivity issues and resolve them before they escalate with always-on network monitoring.

"Following our deployment of VOO WIFI+, Powered by Plume we have witnessed significant improvements in service uptake and customer satisfaction. In particular, the insights provided by Plume's back-end support tools and data dashboards enable us to support our subscribers more proactively, which has led to unprecedented operational improvements."

Cristina Zanchi, CCO, VOO

Why partner with Plume?

Our services are proven to help CSPs reduce costs while increasing operational efficiency.*
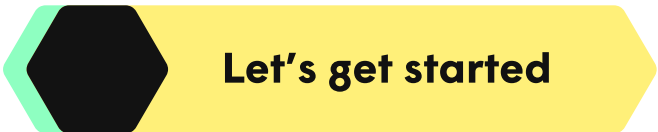
NPS	▲ 60+	Truck rolls	▼ 67%	Monthly ARPU	▲ $15	ROI	▲ 200%

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

Let's get started

Contact **partner@plume.com** to learn more about Haystack and what it can do for your business.