Plume®

Tier 2 & 3 Support

Finally, the insights you need to resolve complex network issues.

The issue with network issues

When network issues get escalated, tier-2/3 support and engineering teams face significant pressure to resolve them quickly. But in order to do so, teams need improved access, visibility, and control.

### Next-level visibility, for next-level support

Plume's Tier 2 & 3 Support features equip your teams with the full power of the Plume platform. Test new features and APIs, improve back-end integration, and instantly visualize real-time and historical network performance data from a single intuitive interface.
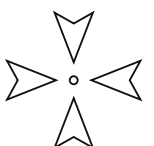
Key features

Insights at a glance

Interactive data visualizations show device-specific and real-time historical KPIs, for a complete picture of a customer's network health.
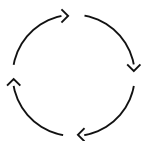
Total lifecycle management

Tier 2 & 3 Support provides a visual of every facet of a customer lifecycle, enabling complex back-end integration and end-to-end testing capabilities.

Real-time troubleshooting

"Live Mode" performance analysis generates real-time quality of experience (QoE) data on every customer connection, allowing customized troubleshooting analysis.
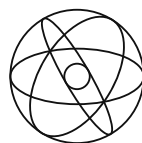
A platform for instant action

Perform on-demand firmware upgrades, individual feature enablement, manual device connection manipulation, and debug-level parameter changes.
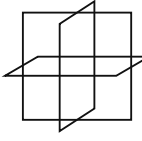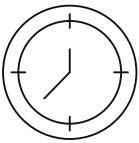
Total picture over time

The Topology Time Machine shows every connection ever made. Use it to reconstruct complex timelines, isolate customer trouble conditions, and replay past events.
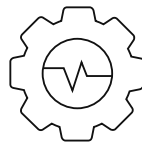
Built-in stress testing

Initiate active network stress tests without waiting for user activity, and conduct real-time performance verification.
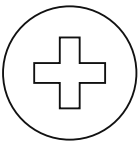
Key benefits

Decreased escalation time

Increase efficiency by giving tier-3 support and engineering teams the performance KPIs, data visualization, and active testing tools they need to identify and resolve issues faster.

Accelerated deployment

Meet the unique needs of various teams—from IT to provisioning, support, installation, and engineering—with a single solution, giving them the visibility, access, and tools they need.

Feature-focused innovation

Plume releases desirable features continuously, along with the lab validation, field support, and sales tools to help you share new platform benefits with confidence.
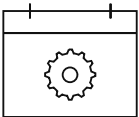
Improved integration timelines

Detail each API command with testing tools from the API development center, facilitating back-end integration between the Plume Cloud and individual systems.

Empower your key support teams

Plume's Tier 2 & 3 Support offers testing tools, data visualization, and performance KPIs to maintain network health and resolve critical issues fast.

Detailed network performance analysis
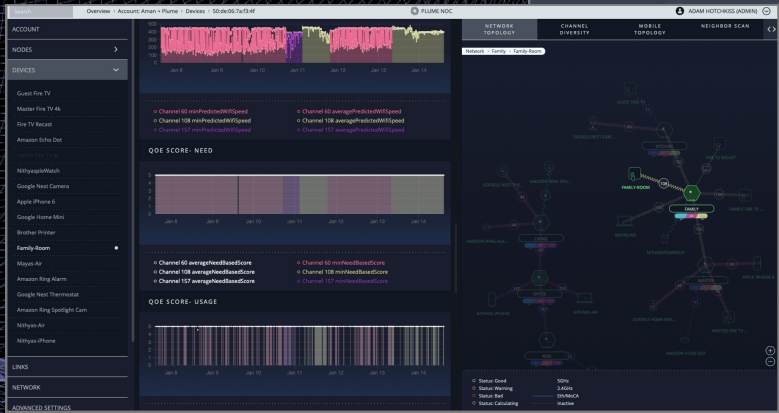
Real-time Quality of Experience (QoE) metrics

Why partner with Plume?

Our services are proven to help CSPs reduce costs while increasing operational efficiency.*
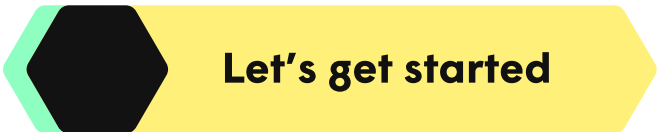
NPS ▲ 60+

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 what Plume's Tier 2 & 3 Support features can do for your business.