

RADinsight

Network Insights As-a-Service

Unlock Network Smarts to Improve Your Bottom Line

RADinsight subscription-based services make network operations accessible to CSP support teams and enterprise IT, by providing easy access to:

- Meaningful network events
- Historical data/trending
- Mitigation recommendations

Built onto legacy RAD EADs, RADinsight requires no hardware or software upgrades.

What is RADinsight?

- Cloud-based services suite
- Leverages analytics and AI
- 24x7 continuous monitoring across network and business applications
- On-demand spending when needed



Your Network's Edge®

RADinsight PM: Expand your service visibility from the customer LAN to the cloud

For your business customers, you – as the CSP – are the first line of support. Many issues result in service tickets, even if their source lies outside your visibility span. This often results in unnecessary truck rolls and high OpEx due to prolonged resolution times.

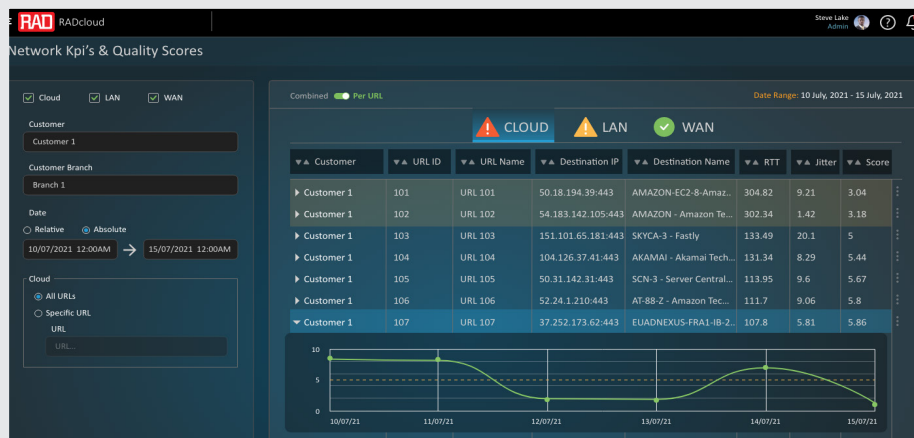
RADinsight PM leverages RAD's Ethernet Access Devices (EADs) that are already installed in your network to expand your performance visibility across the entire path taken by business applications, from the end user located at the customer branch, all the way to the cloud-based application. It seamlessly uncovers problem areas, within and outside your network, that cause malfunctions or service degradation, or have a negative impact on your end user's experience.

RADinsight PM leverages analytics and AI to provide you with end to end visibility of your end customer's user experience. It is designed to help CSP call center attendants to quickly determine the source of the issues raised in customer service calls.

RADinsight provides 24x7 continuous monitoring across network and business applications, with real-time contextual insights and historical trending.



RADinsight high level view: Highlighting problem areas per a specific business site



RADinsight PM: Per customer, per application KPIs and quality score

Why RADinsight?

RAinsight PM offers substantial benefits to CSPs:



Savings:

- RADinsight simplifies workflows of network operations and service technicians, by providing at-a-glance views of problem areas to enable quick troubleshooting of customer complaints.
- RADinsight reduces the need for time-consuming root-cause analysis practices, making support calls shorter and call center spending significantly lower.
- Greater visibility reduces ticket escalations to second-line support and truck rolls.



Better service fit:

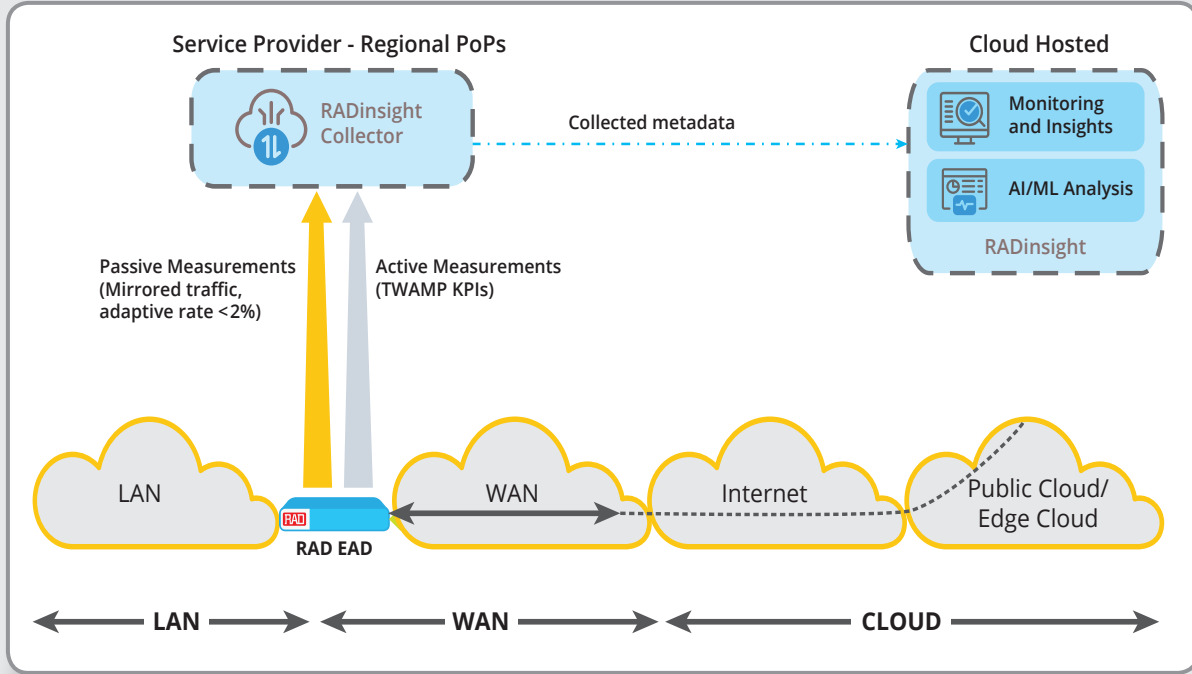
RADinsight collects, analyzes and correlates contextual data from the network. Service providers can use this data to gain insights of collective or specific customer usage patterns and identify up-sell opportunities.



Higher customer retention:

Business customers appreciate seamless support without service interruptions for troubleshooting and RADinsight allows CSP to achieve just that. In addition to eliminating friction points with customers due to unexplained service degradation complaints, RADinsight's smart fault isolation helps position CSPs as trustworthy providers.

RADinsight PM solution architecture



RADinsight PM: Service options



Service Provider Dashboard

- Users: support & operation teams
- Per customer at-a-glance view of quality affecting problem areas
- Helps call center attendants quickly determine the source of issues
- CSP twin of the self-service portal



Self-service Portal (optional)

- Users: enterprise IT
- At-a-glance view of quality-affecting problem areas
- Customers can self identify – and often self-resolve – problems

To learn more how you can upgrade your network EADs to RADinsight, contact us at market@rad.com



Your Network's Edge®