Proactive Plant and Home Maintenance Keeps Broadband Networks Healthy, Customers Happy

Keeping broadband networks healthy, from the plant to the end-customer, is a constant struggle. In a world where technology and services are continually evolving, node impairments and issues like ingress and egress are par for the course.

More often than not, they wreak havoc on service quality and customer loyalty, and put a big dent in your bottom line. Between inbound complaint calls, on-site repairs that average $100/truck roll, and customer churn, they can cost broadband providers millions of dollars annually.

Getting ahead of these kinds of network problems is difficult. That's why most providers find themselves mired in reactive mode. But it doesn't have to be that way.

OnProcess Proactive Plant and Home Maintenance

OnProcess Technology takes a proactive approach to plant and home maintenance that cost-effectively resolves many network issues before they can adversely affect your customers.

Leveraging best practices for triage and customer liaison that we've honed over two decades as a managed services provider, as well as our advanced technology and domain expertise, we help broadband providers optimize network health and improve customer satisfaction.

Service Components

- **Proactive Network Monitoring**
  We use your monitoring tools to proactively search for and identify network issues that have not yet surfaced.

- **Troubleshooting**
  Knowing that 30% of network issues can be fixed without network technicians, we perform level 0/1 troubleshooting to resolve issues remotely. If required, we then schedule special service request orders for appropriate-level technicians to resolve the issues.

- **Refer-to-Maintenance Ticket Evaluation**
  We validate whether these service tickets require expert technicians or can be addressed by less-costly means.

- **Customer Liaison**
  When proactive repairs require customer involvement to address issues like ingress, egress and reinstalls following change-of-service, we contact affected customers to explain the problem, perform troubleshooting and, if needed, schedule and coordinate technician access to the customer site. At the end of each customer call, we take a Net Promoter Score (NPS) measurement.

OnProcess Plant and Home Maintenance Advantages

Improve Service Quality
By fixing impairments before they mushroom into problems that affect customers, we help you improve network health and ensure higher-quality services. For instance, we proactively resolved 25% of a national broadband provider's noise issues by identifying the worst-performing network nodes and troubleshooting them with customers.

Save Money
We significantly reduce the number of inbound customer calls stemming from network issues and eliminate the need for many truck rolls. As our clients can attest, this radically reduces your costs. A top North America broadband provider saved more than $3.8M annually and achieved a 3.5x ROI.

Improve Customer Satisfaction
Customers appreciate our proactive outreach because it shows your business is committed to delivering the best customer experience. This is evident in the NPS scores which, for example, averaged 48% for one of our clients. When compared to the negative NPS scores that would have resulted if network issues had interrupted or degraded their services, the value of this boost in customer satisfaction cannot be understated.

To learn how OnProcess' proactive plant and home maintenance service can save you money and make your customers happier, contact us at **sales@onprocess.com** or visit **www.onprocess.com.**