FirstWave

Know what's happening with your customers before they do!

STM enables you to proactively manage your customers in real time, based on the health of each of your customers' connections. With our proprietary "distress score", you know which users are having a poor Quality of Experience - meaning you can do something about it, before they call you!

Reduce operating overheads and decrease Customer Cost to Serve
Once-click access to live customer metrics, allows Customer Service and Tech Support operators to immediately identify customer network and application performance, and identify any underlying issues. This dramatically reduces Cost to Serve and increase First Call Resolution Rates.

Analyze Network Performance by Flow, Customer, Application or Network Sector
Correlate data to determine if any issues are related to a single customer, an application or a sector on the network.(e.g. access point, exchange, POI, etc)
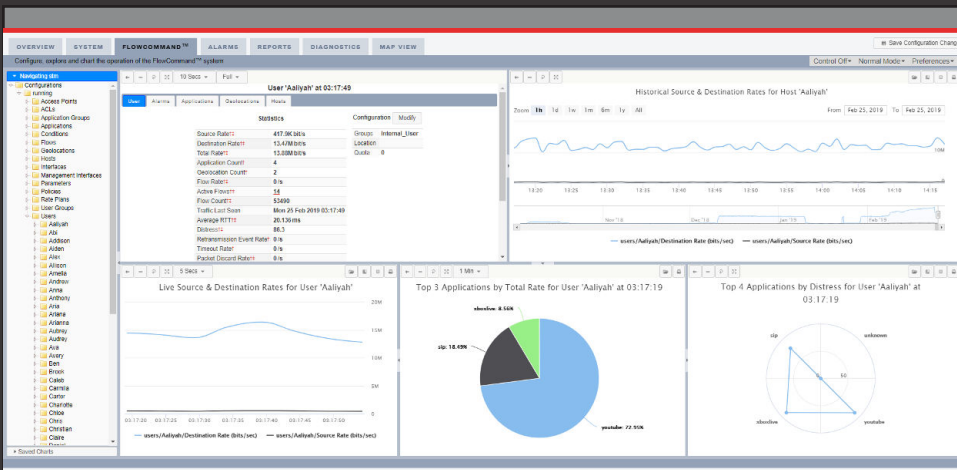
Upsell Customers based on Actual Usage
Ensure your customers are on the correct plans; use STM's data to show customers what they are using & what plan is best suited for their needs!

Answer Regulator Queries
With up to 2 years of historical data stored for every user; operators can use STM to accurately answer regulator queries on actual service delivered.

One click access to Real Time and Historical information on each customer ensures you are always head of the game!

With STM you can:
- Show bandwidth consumption by application
- See which applications are in distress (performing poorly), and why

| Key statistics on network and application performance per user | Historical data (up to 2 years) | Link and Application Q0E metrics | Top Applications in use | Application performance metrics |