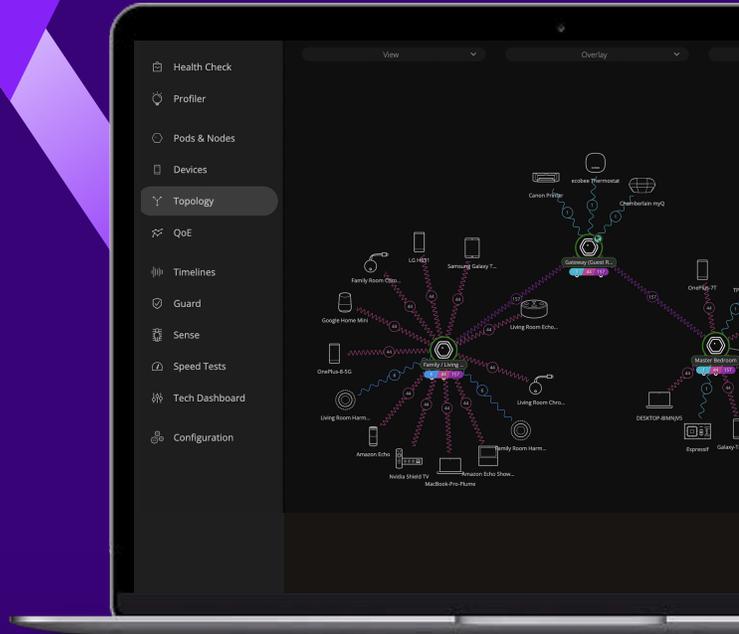


# Haystack<sup>®</sup>

## The tools for superior subscriber experience management

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, down to the application level 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.



### Signal

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



### 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.



### 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.



### Engage

Data-led marketing workflows to create precision-marketing campaigns. Engage leverages Plume's proprietary data to create targeted marketing segments and multichannel campaigns, effectively managing the subscribe lifecycle.

## 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 connectivity issues as deep as the application level 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, VO

## Why partner with Plume?

Plume’s solutions help CSPs reduce churn and increase ARPU.\*



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

Elevate your support experience. Contact [partner@plume.com](mailto:partner@plume.com) to learn more about Plume’s Tier 1 support features