

REDUCING WI-FI RELATED TRUCK ROLLS
AND SERVICE CALLS

Problem. **Solved.**



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There is no doubt that home networks are getting more complex, presenting new challenges for service providers. Consumers are using Wi-Fi to connect a range of devices – laptops, tablets, smart phones, over-the-top streaming devices, printers and security cameras. And with smart appliances and home automation solutions gaining popularity, the number of Wi-Fi connected devices will only grow. As Wi-Fi becomes more pervasive, consumers' expectations of performance and reliability are also on the rise. They want to use their devices in virtually every room in the house, and their tolerance for video buffering, slow load times and other issues is ever decreasing.

For service providers, the need to support a high-quality Wi-Fi experience is new. Until recently, their responsibility for broadband service delivery stopped at the cable modem or wired router. Now consumers view Wi-Fi as an extension of the service provider's managed broadband service, and do not hesitate to call their service provider when issues occur with their Wi-Fi connected devices.

The Problem: Wi-Fi Service Calls and Truck Rolls Are Costly

As Wi-Fi continues to grow, service providers are experiencing an increase in Wi-Fi related support calls and truck rolls; particularly repeat truck rolls that occur shortly after an installation or repair. These include intermittent bandwidth problems, interference issues, low signal areas and improper device set-up. However, 30% of Wi-Fi related service calls are for much simpler issues, such as misplaced SSIDs and passwords, and other questions that could have been easily addressed during the initial service call. With each service call averaging \$7 and each truck roll costing between \$75 and \$100, service providers have a desperate need to proactively address Wi-Fi issues – or risk having their call center and field teams overwhelmed.

BENEFITS FOR SERVICE PROVIDERS:

- Reductions in fault-based service calls
- Decreases in repeat truck rolls
- Savings in operational expenses
- Improvements in customer satisfaction rates

The Cause: A Lack of Systematic Wi-Fi Tools and Processes

While investigating how to best reduce the number of Wi-Fi related service calls and truck rolls, ARRIS determined that there are three root causes at play. First, many technicians are not well equipped or well incented to verify a Wi-Fi installation before closing their work order and leaving the home. Secondly, technicians are so focused on the installation or fix that is listed on the work order, that they do not recognize other issues that may be impacting Wi-Fi performance. And finally, there are very few processes in place to ensure that subscribers have the information they need to operate their Wi-Fi networks once the technician leaves.



ARRIS SOLUTION: Eliminating Wi-Fi Problems Before They Arise

To reduce unnecessary service calls and repeat truck rolls, service providers can implement new tools and processes that help their technicians verify that Wi-Fi networks are performing well, discover Wi-Fi issues that may have gone unnoticed, and impart critical knowledge on subscribers – all in the course of a routine service appointment. Through a combination of solutions including ServAssure™, WorkAssure™ and HouseCheck, ARRIS helps service providers arm technicians with tools that can proactively prevent future service calls and truck rolls.

Using an intuitive interface on a handheld device, a technician can use a step-by-step wizard that follows a comprehensive Wi-Fi installation process, validating that each task has been completed properly before moving on to the next step. One such step requires the technician to take Wi-Fi throughput readings at multiple locations within the home, verifying that signal strength meets the minimum thresholds needed to achieve a quality service experience, and flagging those below the threshold. This step helps guide technicians to the best locations for Wi-Fi extenders and fixed Wi-Fi devices needed for security and home automation services. The

technician is then guided to validate Wi-Fi signal levels for all attached devices in the home, flagging those that are out of tolerance to ensure that users are aware of any device-related issues. As part of the installation wizard, technicians are also prompted to perform a scan of the 2.4 or 5 GHz Wi-Fi spectrum to discover where interference is most prevalent. This helps ensure the selection of a clean channel for the installation.

To ensure that installations and repairs are performed correctly and that no additional network issues persist within the home, technicians can not close a work order or leave the home without validating that all steps were followed, and running additional tests on RF signals, bit error rates, and signal to noise ratios in the home Wi-Fi network. Once the technician's work and all service parameters check out, the system creates a "birth certificate" that documents the status of the home network and can be accessed by the customer service department to use as a baseline to expedite further maintenance.

In order to prevent simple Wi-Fi issues from triggering unnecessary service calls and repeat truck rolls, a system for educating the customer on the proper operation of the network is built into the technician's process. This means installing check points in the wizard-based system that advises technicians to create SSIDs and passwords that are memorable yet secure, and to ensure that they are written down and stored in a safe but accessible place. By building the process of "operationalizing" the customer into the technician's toolkit and requiring them to perform a few simple tasks before a work order can be closed, service providers can significantly reduce the volume of service calls and truck rolls, all but eliminating those that are unnecessary.

The Result: Significant Cost Savings for Service Providers

By deploying a comprehensive set of tools and processes for validating and optimizing Wi-Fi networks, service providers have seen significant reductions in unnecessary Wi-Fi related service calls and repeat truck rolls. Those using the ARRIS ServAssure, WorkAssure and HouseCheck solutions have reported up to an 82% reduction in fault-based service calls, and up to an 85% decrease in repeat truck rolls. This results in a dramatic return on investment for operational expenses, and significant improvements in customer satisfaction rates.

ARRIS – Problem. Solved.

For more information on the ARRIS Wi-Fi portfolio, visit: <http://www.arrisi.com/products/product.asp?id=5029>