

EpicView

EpicView is a powerful data analytics solution that delivers granular data insights and visualization of your subscribers and network.



EpicView data analytics provides insights and context to enable proactive network planning and service improvement across your network.

PROACTIVE NETWORK PLANNING

In today's competitive world, customers have choices. Winning and keeping customers means providing high-speed and reliable service. With EpicView data analytics you can effectively prevent QoS issues by visualizing high density areas and other potential causes of network contention before they become issues for your subscribers.

RESPONSIVE CUSTOMER SERVICE

You can't prevent all issues, but with EpicView, you can quickly identify customers that may be having issues and work to resolve them before the customer makes a service call.

Put rich subscriber data such as historical information on the number of connected devices in a household, into the hands of your CSRs to allow for helpful and informed customer service calls. With the right data, your CSRs can turn a complaint call into an upsell opportunity.

IMPROVE YOUR TARGETED MARKETING

Drive revenue and service expansion by understanding more about your subscribers - knowing how many devices are in a home, which devices your subscribers use, and even who has poor connectivity are great opportunities to identify additional solutions you can offer.

With rich insights into your subscriber preferences, your marketing team has the power to place relevant and timely campaigns in front of subscribers. With the right offer, conversion rates and campaign efficiency can be improved.

EpicView Features

<p>USER INTERFACE</p>	<ul style="list-style-type: none"> • Manage user accounts and logins • Alerts generation and configuration • Metrics generation • Historic information storage • Dashboard generation • Installation scenarios - Virtual machine, bare metal hardware or cloud
<p>STANDARD DASHBOARDS</p>	<ul style="list-style-type: none"> • Technical Profile Dashboard - Device totals, Bandwidth consumption, Interference levels, Attenuation Levels, Device Uptime, Public IP, Current & Historic Flows, Connected Device Trends, DSL stats, Fiber stats, Wireless WAN stats, HFC stats, Bandwidth Utilization • Executive Profile Dashboard - Configurable metrics, Accounts in Jeopardy, Dollar-Value of Potential Churn, Subscribers Needing Upgrade, Geographic Map of Problem areas, Live Devices, Device Usage Trends
<p>DATA VISUALIZATION</p>	<ul style="list-style-type: none"> • Visualization of net-flow information • Geographic maps displays problem areas • Configurable reports (ex. Top 10 Most Connected Devices, Top 100 Worst Wifi Experience) • Connected device trends • Create visualizations and explore data at the network level and drill into the device level for better understanding
<p>GRANULAR ANALYTICS</p>	<ul style="list-style-type: none"> • Historical bandwidth consumption • OS usage • Connected devices • Rich data consumption metrics • Signal level, RF interference • Time-based and historical analytics • Network, subscriber and device level reporting



Contact Us:

+1.212.962.7410

sales@finepoint.com

www.finepoint.com

ABOUT FINEPOINT TECHNOLOGIES

Fine Point Technologies is a privately-held company that focuses on developing software tools that connect network operators to their customers. Fine Point offers solutions for device management, installation, customer care, broadband access concentration, and data analytics. Fine Point's solutions manage both wireline and wireless platforms from a single server, providing network operators with a single user interface to manage all devices.