



EyeQ™ Platform

Intelligent, global Wi-Fi network performance management

Enterprise Mobility Driving Demand

Enterprises are demanding more reliable Wi-Fi as the mobile workplace becomes embedded in corporate cultures around the world. Global organizations utilize EyeQ to manage their Wi-Fi proactively, before people complain, in order to increase productivity, operational efficiency and enhance the customer experience. In turn, this strategy enables IT departments to support more applications and more mobile devices in dynamic, evolving environments.

Obtain Actionable Intelligence on the User Experience

The EyeQ platform monitors and collects over 600 Wi-Fi experience data elements from all over the enterprise through a network of sensors and mobile applications. This key performance indicator (KPI) data is distilled and aggregated by EyeQ's Wi-Fi Analytics Engine, then benchmarked against established service level targets representing the optimal Wi-Fi experience. The result is meaningful, actionable information presented through EyeQ's simple, easy to understand web user interface. In addition, when Wi-Fi user experience metrics such as throughput, delay and jitter begin to slip out of compliance, EyeQ sends proactive notifications to alert you before operational efficiency is impacted.

What EyeQ Can Do

- ◆ Provide visibility and foundation for Wi-Fi quality of service assurance
- ◆ Isolate access points that are poorly located, overly congested or need adjustment
- ◆ Discover versions of smartphone software with Wi-Fi performance issues
- ◆ Pinpoint airtime utilization issues due to channel conflicts and excessive management traffic
- ◆ Detect Bluetooth and other interference that disrupts Wi-Fi communications
- ◆ Verify the operation of key network elements such as DHCP, DNS and Radius.
- ◆ Distinguish between WLAN vs. LAN/WAN configuration issues as root cause of performance issues.



**DASHBOARD & ALERTS
REPORTS, ACTIONS**



SENSORS



AGENTS / APPs



Visualize Network Performance by Tracking KPIs

When you log in and scan the EyeQ Dashboard, you will choose whether to view Sapphire Eye (sensor) or Mobile Eye (app) data. For sensor data, you see four macro-KPIs, which represent a holistic, end-to-end view of your wireless LAN. These macro-KPIs include: Connectivity, IP Services, Authentication and Quality. Each is comprised of many smaller KPIs and data elements gathered by EyeQ, which users can drill into for greater detail. Mobile app data appears on a Google map so that you can visualize Wi-Fi performance across all of your facilities.

Connectivity

EyeQ monitors and tracks your clients' ability to connect to your WLAN by determining if access points are beaconing properly. In addition, EyeQ measures whether Wi-Fi clients can connect to an AP, along with the time it takes to do so.

IP Services

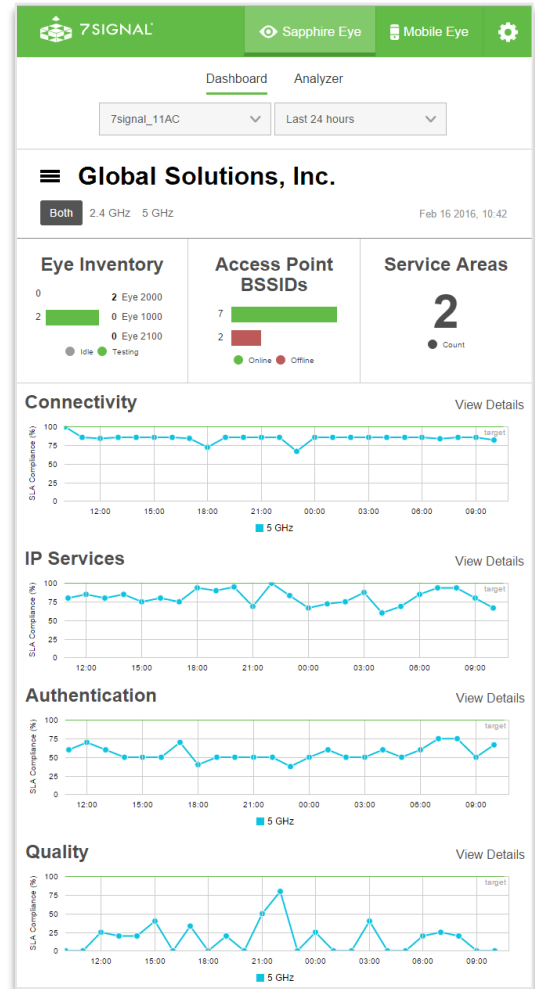
It is critical to measure the network's ability to provide Wi-Fi clients with an IP address via a DHCP server. DHCP is a multi-stage process and EyeQ captures what is happening each step of the way. EyeQ also measures the ability to resolve domain names. The DNS process is also critical -- is the DNS host reachable and is the DNS service accessible? What is the response time? Enterprises should strive to answer these important questions when managing wireless LAN performance.

Authentication

Many enterprises deploy Radius servers as part of the authentication process. EyeQ measures each of the 5 phases of the EAP authentication process – both the success rate and the time it takes. When captive portals are used, EyeQ also measures the success rate and time to log in to the system.

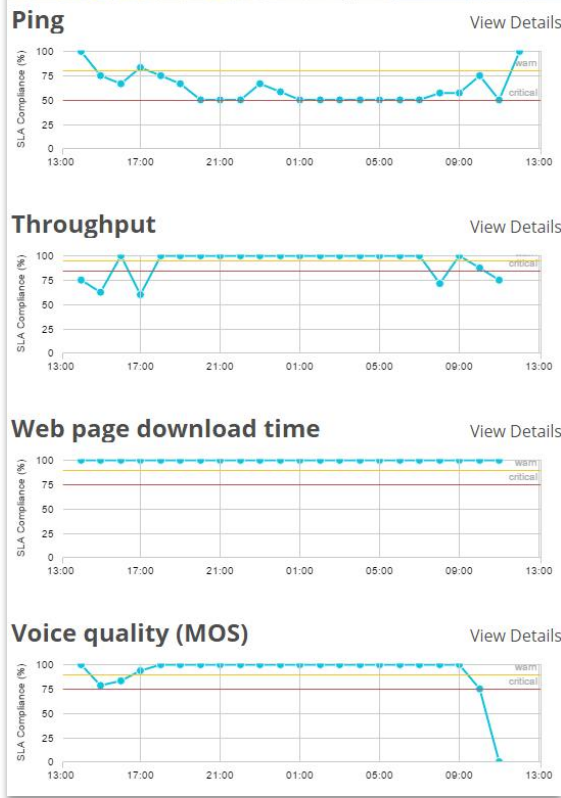
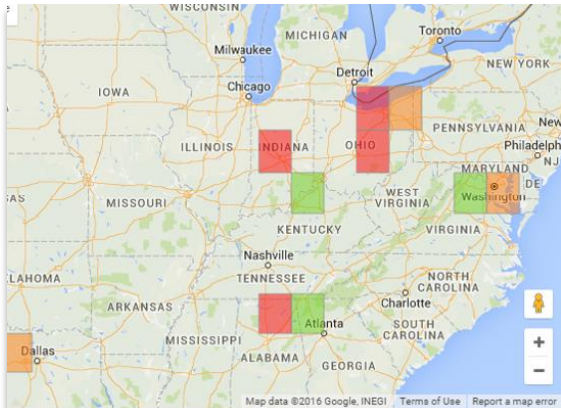
Quality

Connecting to the Wi-Fi network is just the beginning of the Wi-Fi experience for your users. EyeQ uses Wi-Fi experience metrics, such as Throughput, Webpage Download Time, Delay, Jitter and Air Time Utilization to determine the quality of the user experience for those associates and stakeholders depending on your wireless LAN for personal productivity, operational efficiency or for delivering amazing customer experiences.



Wi-Fi Analytics Complement Your Network Diagnostics

While many solutions provide status from the network point of view, 7signal's EyeQ Platform benchmarks the actual Wi-Fi experience from the end-user's point of view and then tracks performance hourly, daily and weekly against key performance indicators. Reports generated and served up by the EyeQ analytics engine locates areas of poor performance, then provides insights and recommendations for optimizing your Wi-Fi network.



For hospitals, universities, retailers, warehouse operations and large enterprises who are seeking to centrally manage global Wi-Fi network operations, EyeQ's simple user interface allows IT executives to view Wi-Fi experience metrics, per campus, building or floor, anywhere in the world. The EyeQ platform is uniquely designed to measure connectivity and the quality of the Wi-Fi user experience from end-to-end. It complements your existing WLAN access point management software by providing proactive Wi-Fi network assurance. It's the most comprehensive and easiest to use Wi-Fi performance monitoring system in the market.

7signal's Mobile Eye app for iOS and Android devices empowers enterprises to enroll an army of Wi-Fi performance testers, sampling and reporting on the Wi-Fi user experience everywhere they go. This provides IT departments global visibility of Wi-Fi experience metrics through EyeQ. Combined with EyeQ's mobile view integrated with Google® Maps, enterprises are equipped with a crowd-sourced view of the user experience, and an easy way to compare device manufacturers, models and software versions at different points in the network. Unique web page download and voice quality tests make the Mobile Eye an indispensable companion for managing the enterprise network.



EyeQ™ Platform Benefits

- ◆ Save time when you track, trend and manage your entire global Wi-Fi network from a single user interface.
- ◆ Increase productivity when you identify Wi-Fi performance issues proactively, before users complain.
- ◆ Comply with service level agreements by receiving proactive alerts when Wi-Fi performance begins to slip.