



## 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 to enhance the customer experience. In turn, this strategy enables IT departments to support more applications and more mobile devices in dynamic, evolving environments moving forward.

### “See” Wi-Fi Performance by Tracking KPIs

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.

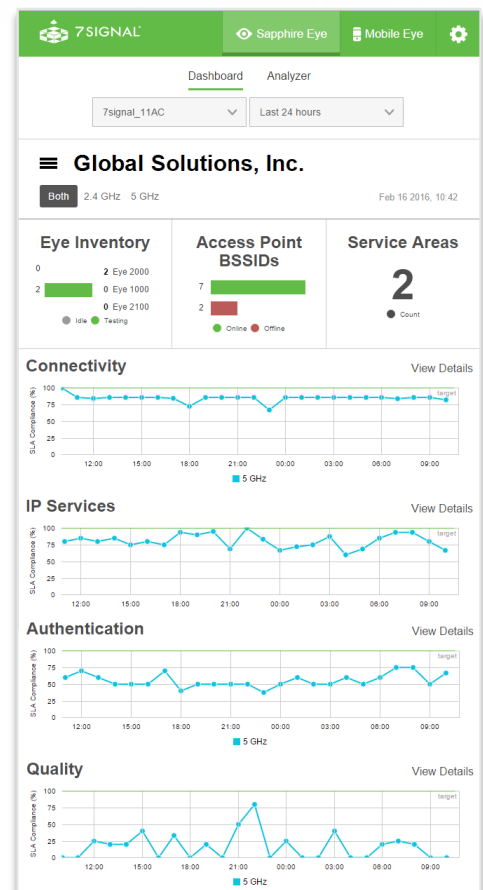
When you login and scan the EyeQ Dashboard, you will see four macro-KPIs, which represent a holistic, end-to-end view of your wireless LAN. These macro-KPIs include: Connectivity, IP Services, Authentication and Quality. Each is comprised of many smaller KPIs and data elements gathered by EyeQ, which users can drill into for greater detail.

#### 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. Is the DNS host reachable? 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

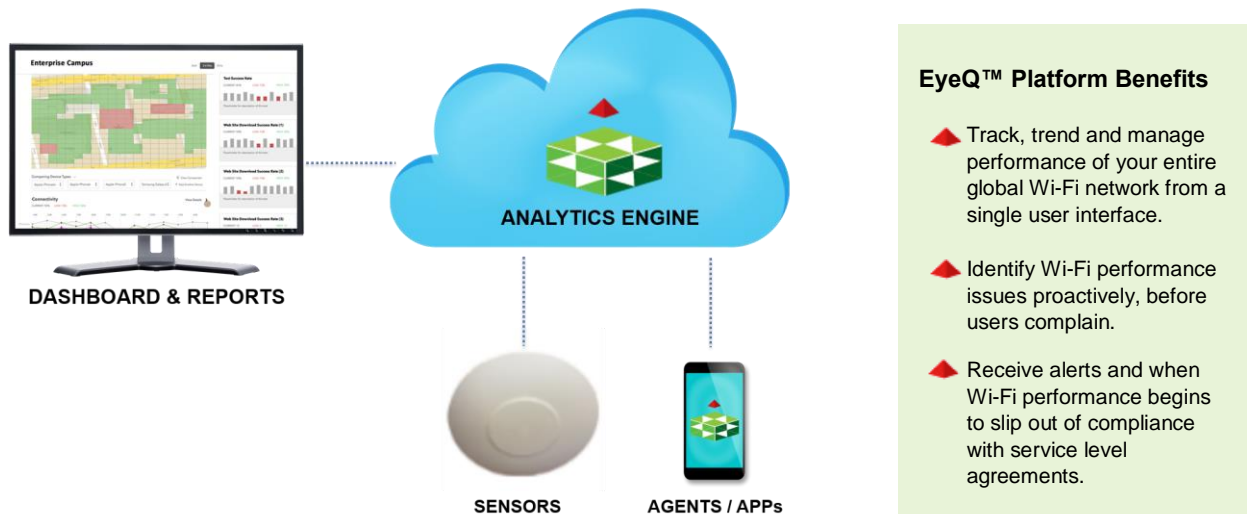
EyeQ uses Wi-Fi experience metrics, such as Throughput, Delay, Jitter and Air Time Utilization to determine the quality of the user experience for those depending on your WLAN for personal productivity, operational efficiency or for delivering amazing customer experiences.

## Wi-Fi Analytics

While existing solutions indicate whether the network is simply up or down, only 7signal's cloud-based 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.

### What EyeQ Can Do

- Isolate access points that are poorly located or overly congested
- Discover versions of smartphone software that have Wi-Fi performance issues
- Pinpoint airtime utilization issues due to excessive management traffic
- Detect Bluetooth interference that disrupts Wi-Fi device communications
- Identify AP power levels that need to be adjusted
- Recognize where automated channel plans are failing
- Distinguish between WLAN versus LAN/WAN configuration issues as root cause of performance issues



### EyeQ™ Platform Benefits

- ▶ Track, trend and manage performance of your entire global Wi-Fi network from a single user interface.
- ▶ Identify Wi-Fi performance issues proactively, before users complain.
- ▶ Receive alerts and when Wi-Fi performance begins to slip out of compliance with service level agreements.

For hospitals, universities, retailers, warehouse operations and large enterprises who are seeking to centrally manage global Wi-Fi network operations, EyeQ's simple web user interface allows IT executives the ability to view Wi-Fi experience metrics, per campus, building or floor, anywhere in the world. 7signal's EyeQ platform for Wi-Fi performance management 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.