



Providing CSPs a unique understanding of the connected home quality of experience.

Veego Engage is a SaaS platform that provides CSPs a unique understanding of the connected home quality of experience to support proactive initiatives that anticipate customer needs and optimize the CSPs network.

Veego Engage Benefits

- Customer Satisfaction Improvement
- Churn Prevention
- Cost Reduction
- Upsell and Cross-sell Opportunities
- Network Quality Improvements

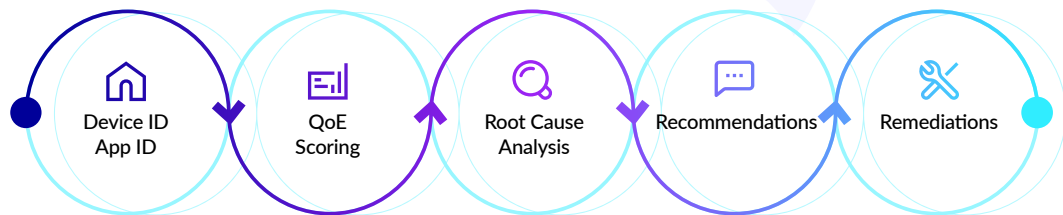


How it works?

Veego collects real-time and near-real-time data via its agent installed on the home router to learn subscribers' behavior, individual needs and the home internet malfunctions.

Veego converts this data into actionable insights that enables CSPs to know and understand their customers in a deep and intimate way.

The agent analyzes traffic to the router (without the need for deep packet inspection) using propriety technology: **App ID, Device ID, and App QoE Score**, including Root Cause Analysis, Recommendations and Remediation to deliver deep insights.



Veego's Secret Sauce

The Veego solution is all about contextuality. Veego believes no two homes are alike and that their home connectivity activity defines their unique behavior. By using Artificial Intelligence, Veego strives to understand the user's behavior and intent, allowing it to generate unmatched insights about subscriber usage, satisfaction, and potential issues.



| For Whom? | Customer Success/Experience, Care, Marketing and Sales, Data analysts, Engineers | | |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| Benefits | Customer Experience/Churn Prevention | Cost Reduction | Increased Sales |
| Features | <ul style="list-style-type: none"> Segmentation per customer lifecycle (sensitive events) Segmentation per customer activity (Gamers, WFH, etc.) Monitor QoE Root Cause Analysis Recommendations Churn prevention | <ul style="list-style-type: none"> Proactive care Hardware/Software Analysis Network Initiative (Router upgrades, Extender etc.) | <ul style="list-style-type: none"> Segmentation per need Leads for upsell |
| | <ul style="list-style-type: none"> Churn prevention Recommendations Proactive care | | |