The Veego Platform

Internet subscribers have alternatives. If you don't give them perfect, personalized service, they will churn – and take their long-term revenue stream with them.

But since each home is a unique mix of devices, apps, network topology, and needs, how can Internet Service Providers:

- Watch over each connected home and internet session
- Know each user's quality of experience
- Understand the variety of service-delivery factors that affect each experience at every moment
- Resolve problems speedily as they occur anywhere along the service-delivery chain, not only in the WiFi
- Personalize each user and home's experience

Dynamic Contextual Intelligence

Veego's Dynamic Contextual Intelligence (DCI) allows Customer Care, Success, Marketing, Engineering, and other ISP departments, for the first time, to personalize care for millions of subscribers as opposed to the current generation of static and generic network-based intelligence.

Based on DCI, the Veego platform empowers ISPs to deliver internet service individually to each home and user in a dynamic way that learns and adapts to conditions and needs. ISPs can quantify each user experience, know when and why any user is suffering and what to do about it.

Care-full Engagement

Today's reactive customer care cannot cope with the wide variety of internet-usage needs and problems. People are already frustrated when they call. Resolution takes too long and misses too many problems. Churn is only a few minutes away.

To be successful, customer care must be:

1. Prompt and accurate
2. Bolstered by proactive care
3. Subscriber-empowering

The Veego Platform uniquely delivers all three.

Prompt and Accurate Reactive Care

Veego DCI watches every individual internet session in the context of its device, app type, home network, and current end-to-end conditions and needs. **Veego Care**'s DCI immediately detects when anybody's internet service is suffering. It reacts immediately to analyze and resolve problems wherever they may originate, restoring experience to optimal levels given the current context.

Proactive Over Time

Collecting and correlating DCI information per home over time allows AI engines to comb through unlimited, relevant historical context. **Veego Engage** continuously garners illuminating insights and delivers effective recommendations for perfecting and personalizing experience, home by home, segment by segment. ISPs can know when and how to undertake service-related initiatives and measure their effects.

Empowering Subscribers

Exposing relevant information, collected via DCI, to users themselves can work magic on their levels of satisfaction. The many users who are engaged and eager to help themselves are happy to gain the assistance of the **Veego Active** self-care mobile app to resolve their own issues and personalize their own experience.

Total Addressability

WiFi is only part of the story of internet service delivery. Veego's advanced machine learning capabilities address problem situations across the entire internet service delivery chain – within the home (devices, apps, WiFi, CPE) and beyond (last mile, WAN, cloud service).

Veego enables ISPs to personalize and optimize every subscriber's experience at every moment