



CommScope HomeAssure[®] Managed Wi-Fi

Coverage, performance and simplicity for the Wi-Fi connected home

COMMSCOPE[®]

Delivering the optimal Wi-Fi experience

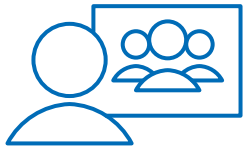
Wi-Fi performance has become the determining factor in the consumer experience of broadband. Especially now that access networks can deliver multigigabit-per-second speeds, the number of devices used in the home is increasing, and applications become more bandwidth-hungry. That also makes Wi-Fi the weakest link in the chain—and a major source of consumer dissatisfaction as well as OpEx cost.

In a survey¹, 90 percent of consumers said it is important to have high-speed internet through Wi-Fi in every room of their home. Seventy-one percent get frustrated if they have trouble getting online. All too often, Wi-Fi isn't reliable and coverage around the house is less than optimal, which causes consumer dissatisfaction and increases support costs. Furthermore, end users also regularly experience difficulties with installation, configuration, usage and troubleshooting.

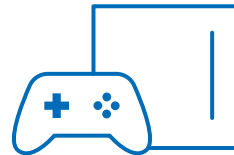
¹ ARRIS Connectivity and Entertainment Index Survey 2018



What do users want?



Consumers streaming content on multiple screens around the home expect **a reliable connection** in every room, and they need mobility for services such as video and voice calling. They don't want dead spots or to have to reconnect to a different SSID.



Customers demand the same **great performance for all devices**, in every room, at the speeds promised by their provider, which many perceive to be the headline speed of their broadband connection. Services from premium UHD TV to video calls via Wi-Fi are expected to work as well as they do over a wired connection.



Consumers want home Wi-Fi systems that are **easy to install and use**—Wi-Fi that just works. Otherwise, they end up calling the helpdesk or go to the nearest competitive provider.



Security and privacy are second to speed on the consumer priority list of gateway features¹. Built-in security and features such as controlled guest access and the ability to limit children's network access give users the reassurance that their connections are secure.

¹ ARRIS Connectivity and Entertainment Index Survey 2018

What do service providers need?

Service providers need a solution that meets and exceeds subscribers' Wi-Fi expectations—delivering coverage and performance with ease of use. But it's not just about customer satisfaction, with over 30 percent of total calls to the helpdesk being Wi-Fi related¹. Poor Wi-Fi is a major support cost. Addressing that means delivering Wi-Fi that just works and having the tools to proactively improve service levels and, should the customer call, fix the issue quickly and avoid truck rolls.



30%

of total calls to
the helpdesk are
Wi-Fi related¹

¹ Major NA Telco

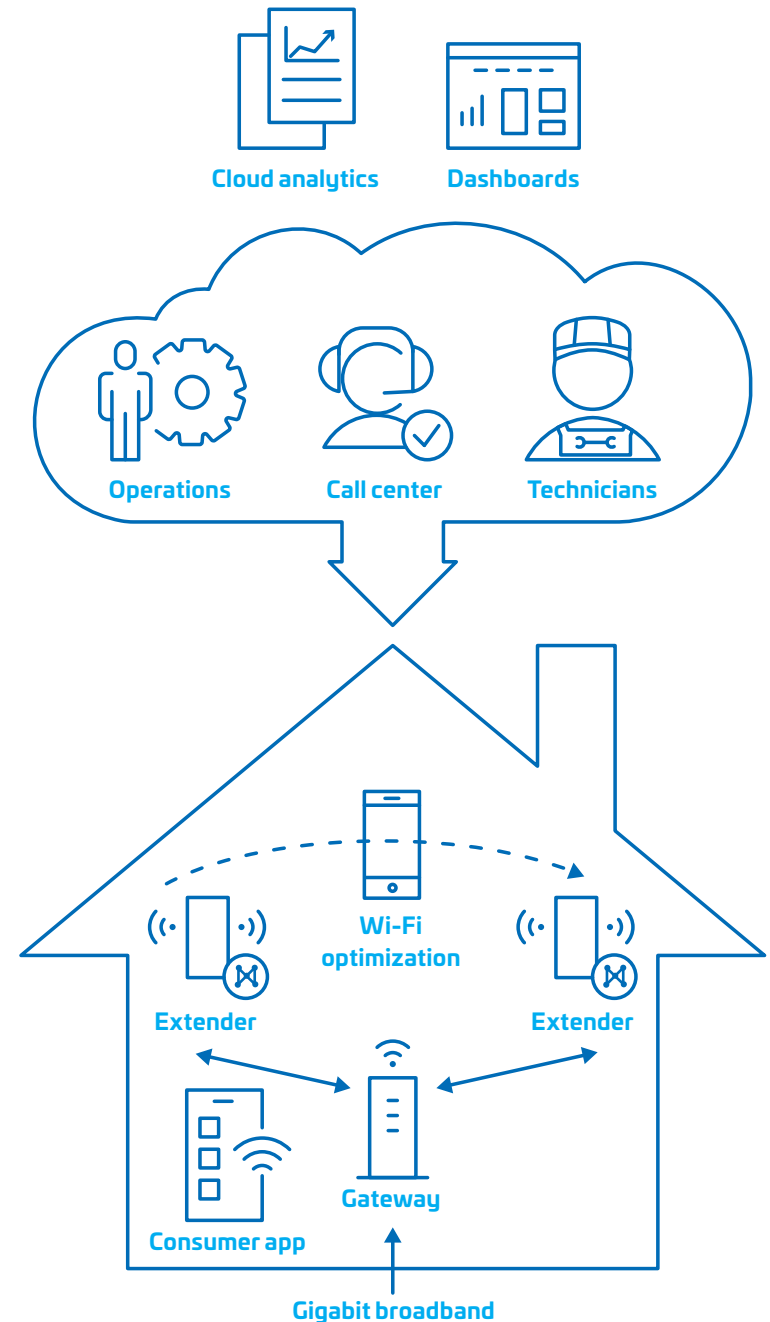
HomeAssure Managed Wi-Fi

Maximize customer satisfaction with managed whole-home Wi-Fi

HomeAssure Managed Wi-Fi is a scalable, flexible, secure cloud service platform for managing a multi-access point mesh Wi-Fi network to deliver high-speed, reliable Wi-Fi throughout the home that is easy for the consumer to install and manage.

Visibility and proactive support

HomeAssure cloud management provides visibility of the home Wi-Fi. This is essential for the service provider to understand what is happening and take pro-active action to address Wi-Fi issues. It collects one of the most comprehensive and in-depth Wi-Fi data sets available today. Intelligent analytics and dashboards provide the tools for the operations team and the helpdesk to identify and solve Wi-Fi issues. Analyze data at every level: from a macro view of the entire device population, or down to individual Wi-Fi connections in the home.



HomeAssure Managed Wi-Fi

For example, it is possible to identify customers with Wi-Fi coverage problems. These customers can then be offered the option to install Wi-Fi extenders to improve coverage.

Improved coverage and easy installation

A high-quality Wi-Fi **gateway/router** is the first step to addressing most consumer coverage issues. Users can add network extenders for broader coverage if needed. Auto-configuration, with guided assistance from the HomeAssure app, makes it easy for end users to install extenders themselves. SSIDs and passwords are automatically transferred from the gateway to the extender so there is only one SSID for seamless mobility around the home.

A signal strength test on the app checks the Wi-Fi signal between the gateway and extender, advising the consumer to move the device closer or further away to obtain the best coverage with reliable backhaul to the gateway. The extender is configured without any consumer action.



CommScope's **Wi-Fi extenders** include the **X5**, a compact extender with 4x4 dual-band Wi-Fi 6.

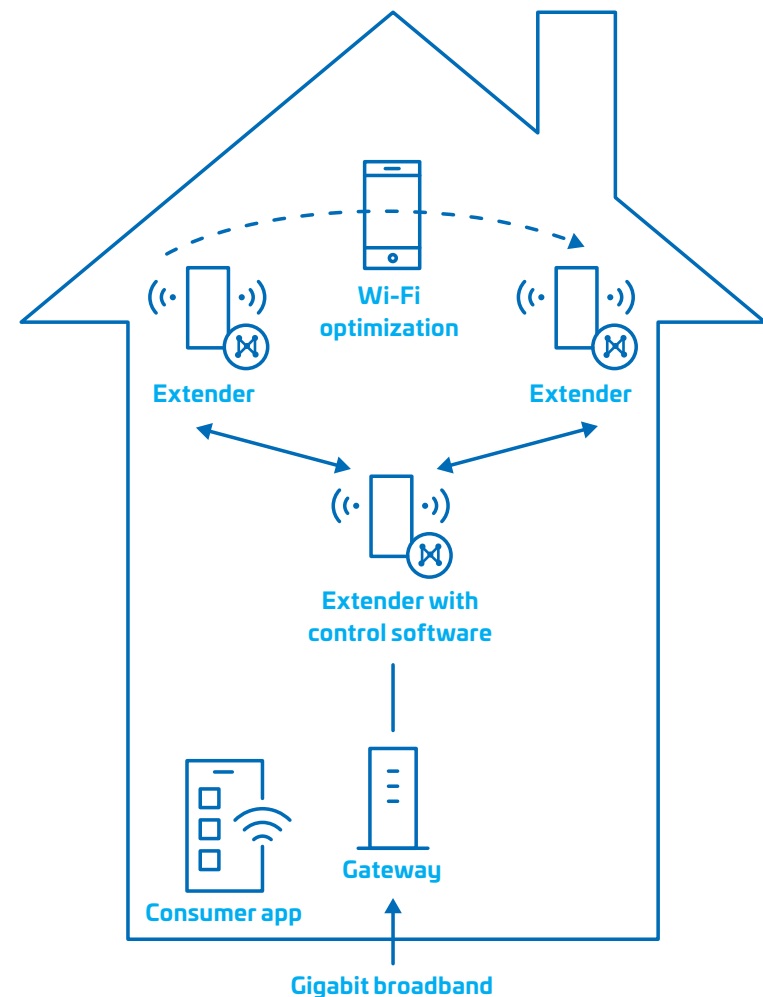
HomeAssure Managed Wi-Fi

Maximize Wi-Fi performance

A HomeAssure control client, located in the home gateway for low-latency control, works with the Wi-Fi extender clients to optimize network performance and make the most efficient use of every access point.

Devices are steered to the Wi-Fi access point/frequency/ Wi-Fi channel with the best signal and, when an access point is congested, an alternative is selected. Fast Steering (802.11v standard) transitions devices between APs in a fraction of a second—ensuring reliability of applications such as video or voice calling over Wi-Fi as consumers move around the home. “Air-time fairness” stops low-performance devices at the edge of the network from excessively using Wi-Fi resources.

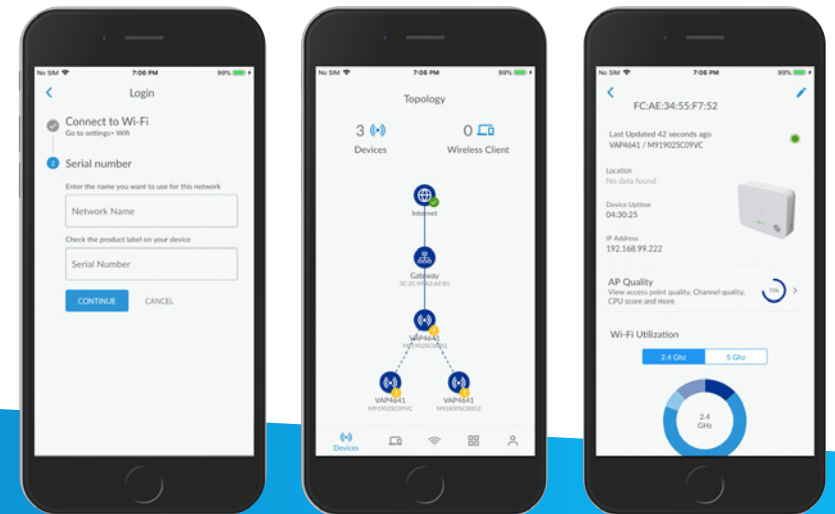
For use with home legacy or third-party gateways that cannot be provisioned with HomeAssure software, the HomeAssure control client can be installed in an additional Wi-Fi extender. The Wi-Fi extender replaces the Wi-Fi in the gateway.



HomeAssure app

Enable the consumer to easily manage their home network

As well as guiding end users through installing and configuring their home network, the HomeAssure consumer app provides easy-to-use features to manage the network and resolve issues. The HomeAssure app is ready to go from the Android and iOS app stores or may be operator branded. The HomeAssure app is currently available in English and Spanish.



HomeAssure app

The HomeAssure app helps consumers with:

- Viewing SSIDs, passwords, network topology, status and data usage of connected devices
- Configuring SSIDs, passwords, guest access and parental controls that limit children's use of the internet
- Measuring Wi-Fi signal to map their Wi-Fi coverage around the home and identify if and where a Wi-Fi extender may be needed
- Assessing both the Wi-Fi performance and the broadband bandwidth in a two-stage speed test so, in the event of a slow internet connection, the consumer can determine whether the problem is a home network or a broadband issue

Enable
consumers to
get the best
from their Wi-Fi

HomeAssure Cloud

The HomeAssure Cloud is a standards-based platform that delivers full remote management and control of the home Wi-Fi network. It collects extensive Wi-Fi data, monitors performance and provides intelligent analytics and dashboards for service improvement and helpdesk call resolution.

HomeAssure Cloud is available as a hosted software-as-a-service for fast time to market and low up-front costs. It can scale to support tens of millions of devices and is extensively deployed in tier 1 service provider networks. The simple pay-as-you-grow pricing structure includes software maintenance and support, online training and operational services. Alternatively, it can be implemented in the service provider's data center and customized to specific operator requirements.



HomeAssure Cloud

HomeAssure Cloud provides:

- Remote management of the complete home network
- Analytics, KPI dashboards and alarms with Wi-Fi-specific data available to operations teams for service enhancement through insights into consumer behavior and what's happening on the network
- Ability to be enhanced with integration with operator back-office systems including LDAP and CRM
- Dashboards designed for use by the helpdesk, that can be integrated into an existing helpdesk system—providing visibility of the home network with simple red/amber/green status information and diagnostic workflows, with resolutions for improved consumer experience while reducing call duration and avoiding truck-rolls



End-to-end advantages

Benefits for the end user

1. High-speed, reliable connectivity in every room
2. Fast and easy installation
3. Status information and simple management with a user-friendly app—for example, changing Wi-Fi passwords, performing speed tests and setting parental controls

Benefits for the service provider

1. Improve consumer satisfaction, meet and exceed expectations of the Wi-Fi service, and turn Wi-Fi from an issue to a differentiator
2. Fewer service calls and faster, more successful call resolution mean reduced visits, lower costs and happier users
3. Operations teams can manage deployment and proactively resolve issues thanks to Cloud-based dashboards, toolsets and intelligent analytics
4. SaaS cloud service for fast deployment and pay-as-you-grow costs
5. An open, standards-based architecture for flexibility and investment protection. It offers Wi-Fi hardware vendor diversity and options to integrate third-party technologies

Case study

Tier 1 broadband service provider

Reduced interference from channel changes

2.4 GHz	5 GHz
35% lower interference	27% lower interference
41% higher Wi-Fi link quality	36% higher Wi-Fi link quality

Increased throughput from band-steering

2.4 GHz → 5 GHz (up-steers)
6.5x higher traffic rates
3.2x higher Wi-Fi link quality

Extended coverage from band-steering

5 GHz → 2.4 GHz (down-steers)
10% expanded Wi-Fi coverage
5x better Wi-Fi link quality

20%+ support call reduction

Why CommScope?

As a long-time global leader in broadband devices, CommScope has proven Wi-Fi expertise with world-class RF design, sophisticated test facilities and a track record of Wi-Fi optimized for video. CommScope helps meet and exceed subscriber expectations, with easy-to-install-and-use solutions that boost Wi-Fi coverage and performance.

Accelerate time to market and reduce risk and OpEx by selecting from our wide product range and relying on our professional services, including consultancy, systems integration, customization, testing, support and maintenance.

[Learn more](#)



CommScope pushes the boundaries of communications technology with game-changing ideas and ground-breaking discoveries that spark profound human achievement. We collaborate with our customers and partners to design, create and build the world's most advanced networks. It is our passion and commitment to identify the next opportunity and realize a better tomorrow. Discover more at commscope.com.



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Visit our website or contact your local CommScope representative for more information.

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