

Tame unruly broadband using Highlight's unique auto-threshold alerting

Broadband services are unpredictable and difficult to manage, leaving service providers unable to offer compelling guarantees. Whilst traditional monitoring systems can detect outages, they often miss lines that are occasionally unstable or those that have dropped below contractual speed.

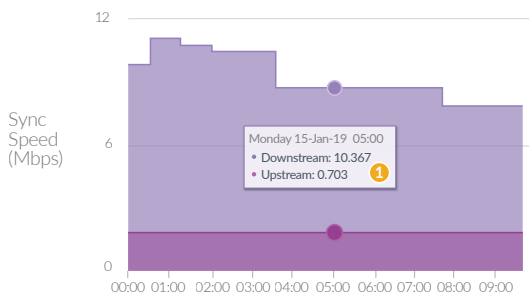


Broadband Clarity

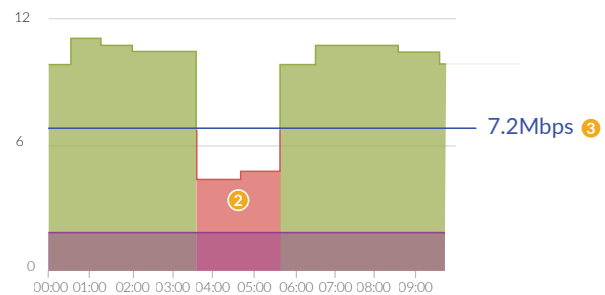
Tame unruly broadband connections

Broadband Clarity provides visibility, alerting and reporting on the speed and stability of rate adaptive broadband connections, enabling service providers and their customers to identify hidden, slow line issues and resolve them quickly.

Historical view



Today view

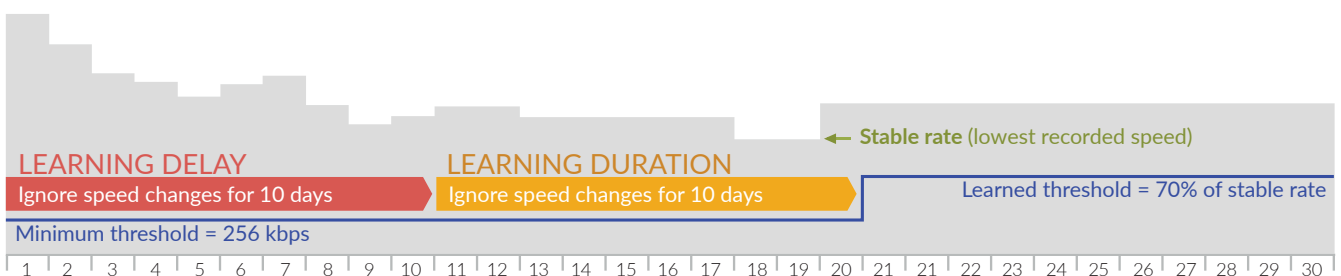


- Downstream (historical)
- Downstream (today)
- Upstream

1 Information hover
Each data point shows actual speeds for that time period

2 Speed below threshold
Heat tile changes colour and alert is sent

3 Threshold
Can be set manually or auto learned



When slow is the new down for your customers you need Broadband Clarity

Broadband Clarity features:

Auto thresholds and Alerts

Highlight auto-detects the speed (in Mbps) of individual broadband lines, then learns and applies an appropriate threshold which sets the minimum acceptable speed of service.

Alerts are sent if speed drops below this threshold. Sensitivity of alerts can be customised to fine tune how quickly Highlight responds. These can be configured so that users only receive alerts during business hours.

Business benefits

- Be the first to know when a broadband line has dropped below a critical speed
- Search for trends with full historic data retention
- Observe speed drops to help get to the root cause efficiently
- Quickly see when a line is or isn't performing well, against a low speed threshold
- Prove services are running at a degraded level to qualify low speed faults
- Encourage customers to investigate local interference and avoid costly engineer visits by logging into Highlight
- Offer bandwidth guarantees at scale

Graphs

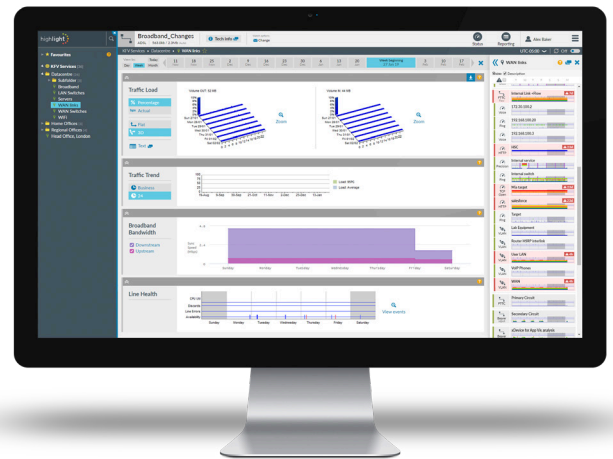
Generates real-time and historic graphs of speed

- Graphical and easy-to-understand
- Collects and stores granular data for up to one year

Reports

Collates and summarises data for statistical analysis

- Historic metrics on stability, load and health
- See the worst or best performing connections within seconds



Supported devices

