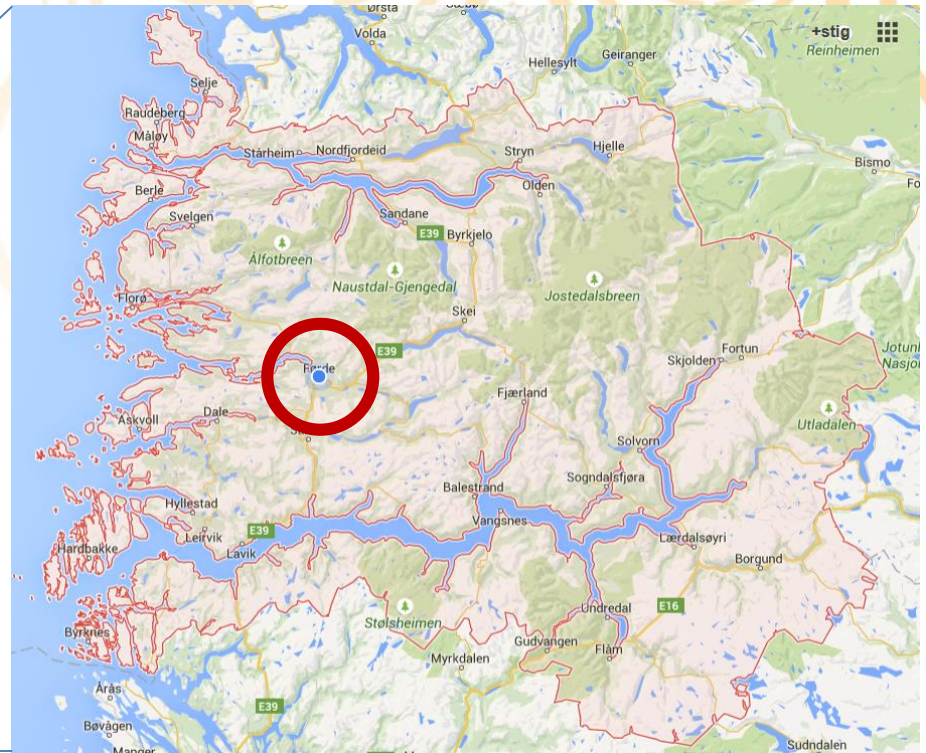


Eye@home

Stig Myrmel



Enivest – where are we located



Enivest

- Enivest AS was established on October 10th, 2000 in Førde, Norway
- Enivest is an ISP in the county «Sogn og Fjordane»
- Our main office is in Førde
- Number of employees: 42
- Multiaccess-strategy: Fiber, DSL, Radio



Eye@home - background

- Why are we participating in this project?
 - Wifi is becoming the bottleneck as bandwidth is increasing
 - Internet of things (IoT), how to cope with this?
 - Customer service
 - Customer experience
 - Future services



Wireless problems

Reach between floors and rooms

Instability because of noise in 2,4 GHz

Channel 1, 12 and 13 does not work on many units

Wireless capacity with older modems/routers

The location of the modem. The modem is often located in a technical room, in the basement or some other room where people do not stay

The modem is located down on the floor, not on the wall.

The modem is located in electrical cabinet

Problems with WMM

Signal strength

Noise

«Bad apples», old units or units with a poor signal.

Many other 2,4 GHz networks in the same area

Too many clients per access point.

In many cases we do not know what the problem is!



Eye@home - goals

- Increase customer satisfaction
- Solve the problems with wifi
 - For the end user
 - For the customer center
- Make a business model
 - Increase ARPU
 - Get more customers



Eye@home - pilot

- We sent a newsletter to all our customers, asking for joining the pilot with Eye@home.
- 20% of them that opened the newsletter answered that they wanted to join the pilot!
- Out of this we selected 100 customers that became participants of the «eye@home pilot».



Eye@home - pilot

- We invited the customers in for a «Kick-off» where they got their Air Ties bundle, as well as information about the product.



Eye@home - pilot

- After the Kick-off we went home to three of the customers and installed the trio pack from Air Ties.
- Both Enivest and Eye Networks got some very good feedback by doing this!

Eye@home - experiences

- A trio pack is enough to cover most scenarios
 - Even if the house is made of tick concrete and have 3 floors
- It is important with illustrations and pictures that give the customer good guidance in where to place the boxes.
- The SSID name is a challenge.
- The customers want to have wall brackets for mounting the boxes on the wall.
- We have had very few complaints!

