

## Datasheet

# EyeSaaS Carat by Lifemote

**Last updated:** October 29, 2021

**Take charge of Wi-Fi quality for your install base! Get the insight and the tools you need with EyeSaaS Carat by Lifemote.**

## See, Focus, Act

**Which customer households** are doing well with Wi-Fi? Who might be better served by a mesh solution that you can upsell? Could some customers be having an experience so poor they are ready to leave you for the competition?

**Which CPE models** are consistently delivering a good experience? Is one model in your install base outperforming the others - or underperforming severely?

**Carat gets you the numbers and the tools to focus your efforts where they will have the biggest impact**, and to continuously validate your choices and investments. The solution is field proven, deployed to 1.5 million devices across Europe and counting. In most cases, there is no need for firmware updates or CPE vendor support to deploy the Carat agent on new models.

## Solution Overview

<p><b>Carat web application</b></p>	<p>The analytics frontend presents performance statistics on install base, home, and CPE level. See the trends, spot the, opportunities, find the recognizable issues. All performance indicators are summaries based on data points from the last 7 days</p> <p><b>Dashboards:</b> High-level deployment status charts for key parameters: Coverage quality, congestion, frequency band usage, CPE issues, and client issues.</p> <p><b>Support views:</b> Performance summaries and network topologies per CPE and mesh network/home. Problem indicators for coverage, congestion, and client issues. Basic and advanced charts to accommodate different user levels.</p> <p><b>Custom filters and charts:</b> Powerful filtering to identify and label the exact subsets of households you need to follow up on.</p> <p><b>Device and user management:</b> As an administrator, add and remove devices and internal users, specify access levels. Monitor access and usage statistics.</p>
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<b>Carat Cloud Analytics Core</b>	The analytics backend analyzes the raw data from CPEs, applies machine learning, automatically resolves issues where possible, and generates the performance scores and insights available through the web application.
<b>Carat agent</b>	This small script resides on the CPE, collects driver-level Wi-Fi performance and device health data, and sends it to the Cloud Analytics Core.
<b>Device communication</b>	When supported by the device, Carat agent communication uses: <ul style="list-style-type: none"> <li>• TLS/HTTPS</li> <li>• IPv6</li> </ul>
<b>Interoperability</b>	CPE must be able to support the Carat agent, currently available on Linux-based CPEs with Broadcom, Qualcomm, MediaTek, and Metalink chipsets. Integrating new devices on these platforms can be done for a fixed fee. There is no integration fee for devices that already support Carat.
<b>API</b>	Available at no additional cost. We recommend using the web interface at first for ease and speed of getting started.
<b>Storage</b>	The Cloud Analytics Core and web application are stored on per-customer virtual private clouds hosted by Amazon Web Services on servers located in Frankfurt, Germany.
<b>Privacy</b>	Carat is fully compliant with EU privacy regulations including GDPR. No customer-identifying data is stored within EyeSaaS services, only the ISP has knowledge of individual customers.
<b>Reporting</b>	Annual QoE report summarizing key findings from the deployment and technical and strategic recommendations from the vendor expert team.
<b>Proactive Task Force</b>	Optional vendor team assistance to systematically address QoE issues..
<b>Training and Documentation</b>	Initial vendor-led training of support and technical staff included.  Extensive documentation and training materials available.

## About the Vendor Team

Carat is developed by Lifemote in close collaboration with Eye Networks.

Lifemote wants to transform telecommunications customer care with machine learning and Wi-Fi expertise. Eye Networks is an experienced provider and integrator of products and services for ISPs.

**For further information, get in touch with us at [sales@eyenetworks.no](mailto:sales@eyenetworks.no)**