Your Customers Expect Perfect WiFi.

Most people think WiFi is magic, but providing quality WiFi is easier said than done. As the leader in WiFi troubleshooting and optimization, we can help. Internet Service Providers (ISPs) using inSSIDer Technician have enjoyed on average a 29% reduction in WiFi-related truck rolls and a 21% reduction in WiFi-related support calls.

inSSIDer Technician Is Built Specifically With ISPs In Mind

Optimize AP Placement
Determine optimal equipment placement with a room-by-room signal strength engine.

Find Dead Spots
Locate troublesome signal strength dead spots, so they can be addressed and resolved.

Identify Interference
Visualize normally invisible non-WiFi interference that may cause WiFi performance issues.

Determine Best Channels
Avoid interference from neighbours with automatic channel recommendations.

Determine WiFi QoE
Identify potential Quality of Experience issues for various network services.

Certify Deployments
Ensure networks meet deployment criteria with automated pass/fail scans.
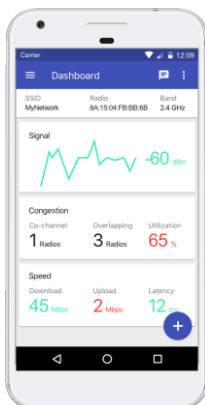
Educate Customers
Manage customer expectations by explaining issues with easy-to-understand visuals.

Capture Network Data
Upload room-by-room measurements for analysis by service team management.

View WiFi in Real Time
Diagnosing wireless issues is difficult to do, especially if you do not have a way to accurately visualize current conditions. inSSIDer Technician scans the wireless environment and displays real-time network and RF data, equipping you with what you need to locate trouble areas, diagnose issues, and verify coverage.
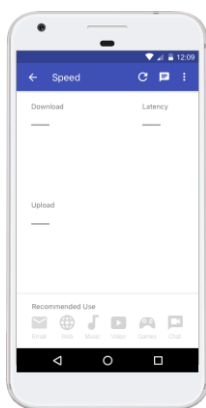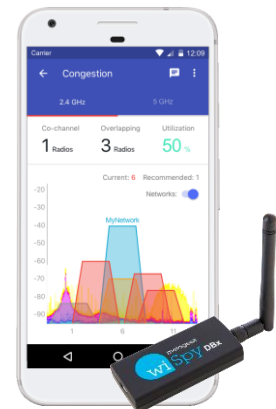
Detect Non-WiFi Interference

When it comes to the 2.4 and 5 GHz bands, WiFi devices have to share the airspace; microwave ovens, cordless telephones, LCD displays, baby monitors, and poorly shielded cabling can use the same space and impact WiFi performance. Pairing the Wi-Spy spectrum analyzer with inSSIDer Technician gives you a full view of the spectrum so you can detect and mitigate non-WiFi interference.
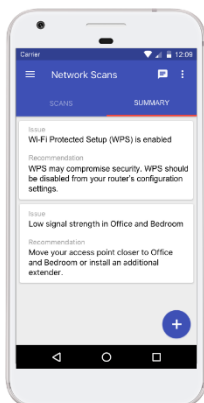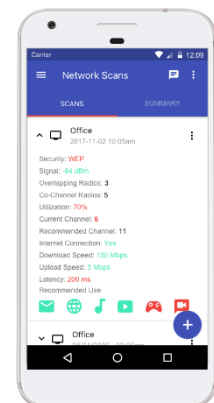
Conduct Throughput Tests

WiFi is great for extending a network where wires cannot reach and for supporting devices that are on the move, but oftentimes wireless users may not be getting the speeds they expect. Throughput testing is intertwined into the inSSIDer Technician platform, allowing you to see how customers experience WiFi and gives you another tool to improve their experience.

Evaluate Network Performance

ISP customers have high expectations for their WiFi, which makes installing WiFi correctly the first time all the more important. inSSIDer Technician lets you scan various locations and analyze critical signal strength, channel congestion, and throughput data so you can optimize network performance right from the start.

Improve WiFi QoE

Network room scans show you which performance points look good and which look bad, but then what? The summary section highlights issues that are discovered while performing room scans and provides expert recommendations on how to resolve them, allowing you to optimize your customer's WiFi experience.

Gain Insights Into Field Operations

ISPs don't usually have much visibility into their customers' wireless environments, making it difficult to understand their conditions and to provide great customer support. With inSSIDer Technician, network scans taken during onsite visits are pushed to a secure cloud database where data can be further assessed, providing valuable insights into typical customer trouble areas and helping inform process improvements.

Tackle Advanced Issue Escalations

Sometimes troubleshooting WiFi issues calls for a more powerful tool in order to effectively get to the root of the problem. The desktop companion for inSSIDer Technician provides you with a deep-dive look into the wireless environment so you can find and resolve the most elusive of issues.