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## Greenlee<sup>®</sup> Communications AirScout<sup>®</sup> solution reduces Wi-Fi repeat truck rolls by two-thirds

A leading publicly traded North American communications service provider has chosen Greenlee<sup>®</sup> Communication's AirScout<sup>®</sup> solution as a critical part of its Wi-Fi installation and repair service process. The service provider had been experiencing a very high repeat truck roll rate on Wi-Fi related issues. When the AirScout test solution was used as part of the technician's broadband installation, the service provider's repeat truck roll rates were reduced by over two-thirds while significantly improving the customer experience.

The AirScout test solution is the only distributed test system on the market for the installation, maintenance, and troubleshooting of Wi-Fi services. Utilizing multiple sensors, the system creates a heat map of the Wi-Fi user experience so that the technician can properly set up Wi-Fi services for the customer. Rather than just



presenting signal levels and channel graphs, the system intelligently selects the best channel, the optimal access point and range extender locations, and provides application level throughput measurements that ensure the Wi-Fi experience meets the needs of the customer. The results are then wrapped up in a birth certificate and uploaded to the cloud for enhanced support services.

“As the number of connected devices and services continue to expand throughout our homes and businesses, our reliance on Wi-Fi as a backbone for connectivity has grown. We’ve met with dozens of service providers around the world and the vast majority experience significant customer complaints and frustration with Wi-Fi performance”, said Jason Butchko, VP &



General Manager Greenlee Communications. “These complaints translate into truck rolls and churn within the industry. Some forward-looking service providers have started to recognize the importance of Wi-Fi to the customers and equip their technicians with tools to help install Wi-Fi properly and educate their customers about what to expect from their Wi-Fi services. The AirScout test solution is the only distributed testing system that not only helps the technician set up and troubleshoot Wi-Fi properly, but also educates the subscriber about where their dead zones or performance edges are within their network while providing the technician with the ability to up-sell the customer to fix the problem.”

Greenlee Communications continues to expand the capabilities of the AirScout Wi-Fi system, most recently including visual heatmaps for inference and support for multiple access points and range extenders within a residential or commercial network. For more information, visit the Greenlee Communications website at

<http://www.greenleecomunications.com/products/airscout-wifi-readiness.html>

#### **Greenlee Communications**

The Greenlee Communications offers a complete line of innovative and industry-leading test and measurement solutions for the communication service provider industry. Our expertise and innovative solutions address all stages of network deployment enabling the development, installation and maintenance of xDSL, fiber, cable and wireless networks. It is a leading brand of test and measurement solutions in the global communications industry with a long track record of delivering high quality innovative solutions enabling technicians to achieve their goals in a timely manner and with confidence.

#### **Greenlee Textron Inc.**

[Greenlee Textron Inc.](http://www.greenlee.com) is known as a global leader in the professional tool category. The Rockford, Illinois-based company develops high quality, innovative products distinguished by customer-driven design and differentiated by supply chain excellence. It also leverages its powerful brands such as Greenlee Communications and Greenlee Utility in the electrical, construction and maintenance markets worldwide. More information is available at [www.greenlee.com](http://www.greenlee.com).

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