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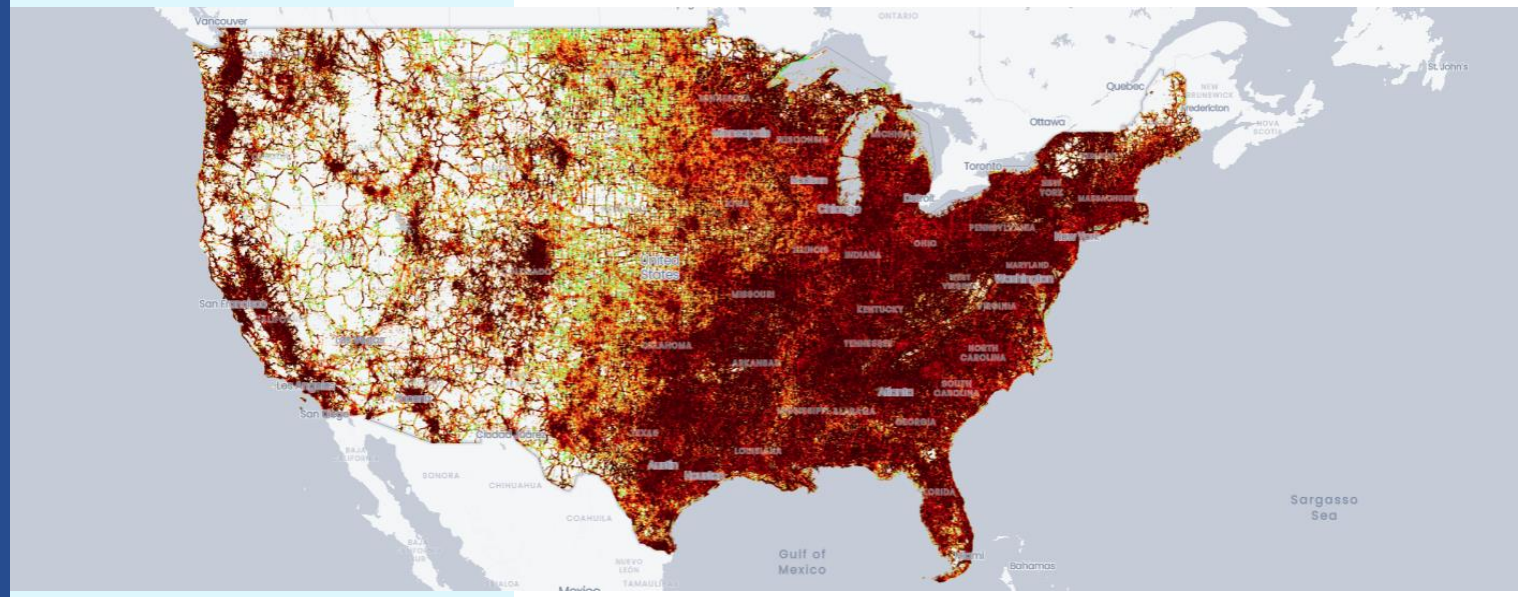
Network Performance Scorecard



Client Name: SAMPLE
Location: EXAMPLE

SAMPLE

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We hope this **Network Performance Scorecard** provides the insights to take action and improve cellular connectivity for your tenants and guests with our turnkey, multi-carrier solution.

SAMPLE

What does good look like?

To continually improve the services you offer tenants, guests, or visitors it is important to measure their customer satisfaction and experience.

This scorecard provides you with in-building cellular performance insights - where it performs and where it underperforms.

Our insights provide:

- A network performance score using a simple matrix to help you understand what good looks like.
- A carrier performance score for each carrier within your region.
- The expected customer experience for day-to-day cellular use cases.

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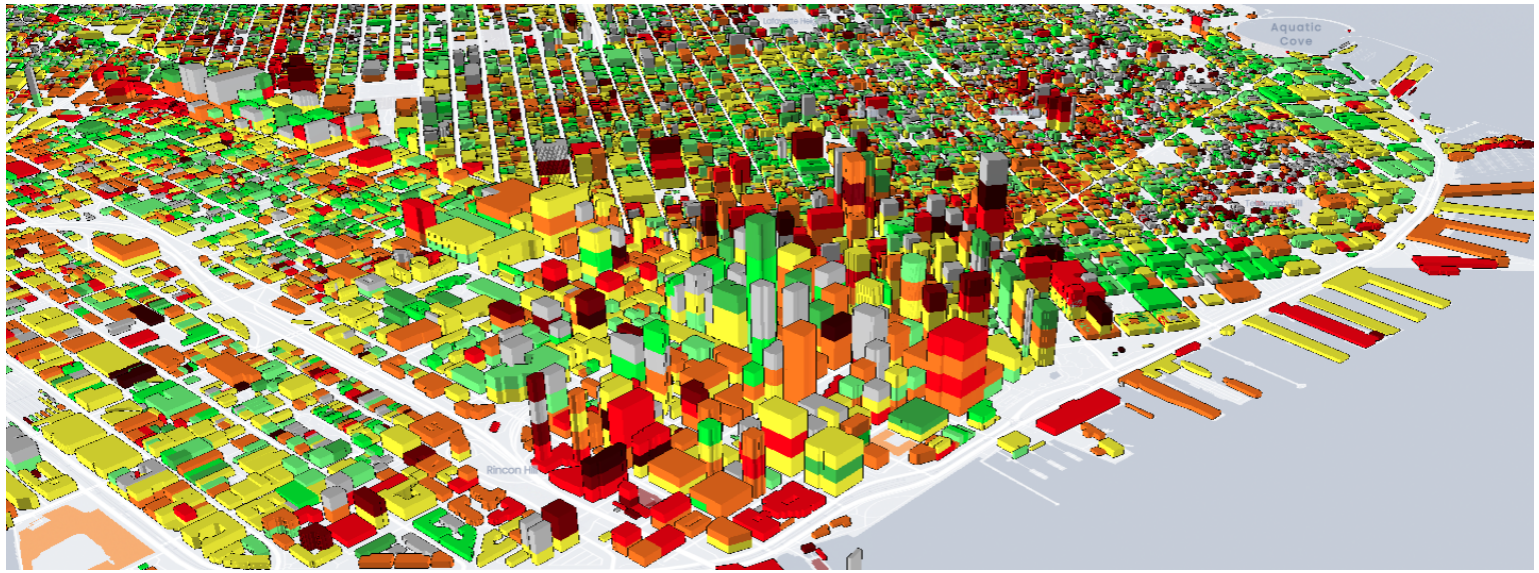

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Network Performance Score

This scoring matrix visualizes how poorly performing carrier networks may impact your tenants or guests' cellular experience.

Pairing radio frequency measurements with performance indicators through a simplified color-coding scheme, allows you to quickly see where improvements need to be made.

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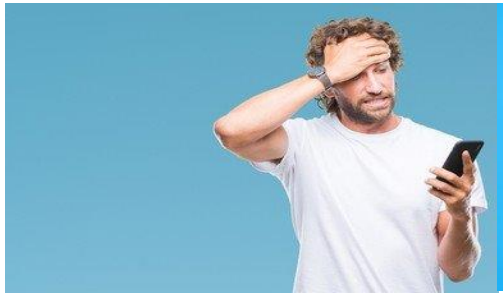

Apps Lag | Email Upload very slow | Seamless Browsing

Basic Text | Video Buffering | Gaming Experience

No Voice | VOIP/ Zoom calls Working | Full HD Video

Device Signal	No Service									
Performance Score	1	2	3	4	5	6	7	8	9	10
User Experience	Failure		Frustration			Satisfaction			Successful	
Network Coverage (RSRP)	Min. To -110		-110 to -98			-98 to -85			-85 – Max.	
Network Capacity (RSSNR)	Min. to -2		-2 to 4			4 to 10			10 to Max.	

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Your Building Overview

Summary Findings:

Carrier 2. is the most successful at providing network coverage within this building, Carrier 1. is satisfactory, and Carrier 3's network fails to perform on the top and bottom floors.

Data Source:
The dataset used for this analysis combines over 119,000 crowdsourced network measurements.

Property Size:
Database indicates the property is approximately 29,000 sq ft in size.

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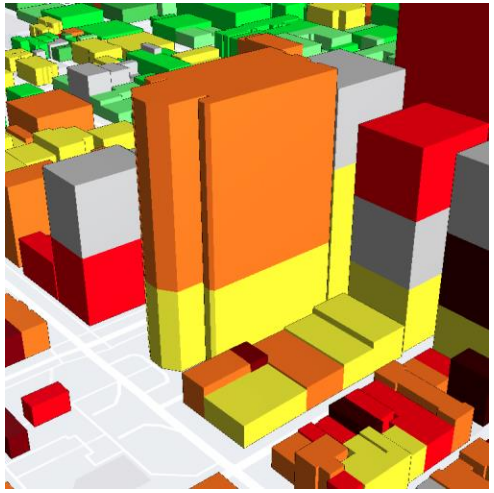
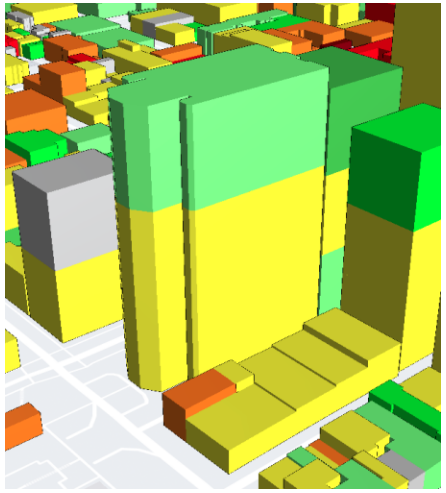
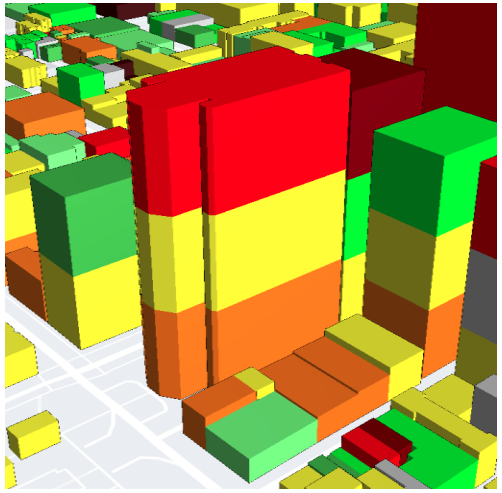


Carrier 1.



Carrier 2.



Carrier 3.

RF Metric	**Failure** / Min. To -2 / -110	10/ -85 to Max./ **Successful**
Reference Color		

SAMPLE

Carrier Performance Score

A key parameter to observe is the 25th percentile, which is indicative of the experience of 1 in 4 users - your worst affected tenants and guests.

The 25th percentile is used to reflect experience at peak times and provides an indication of how the network performs under pressure.

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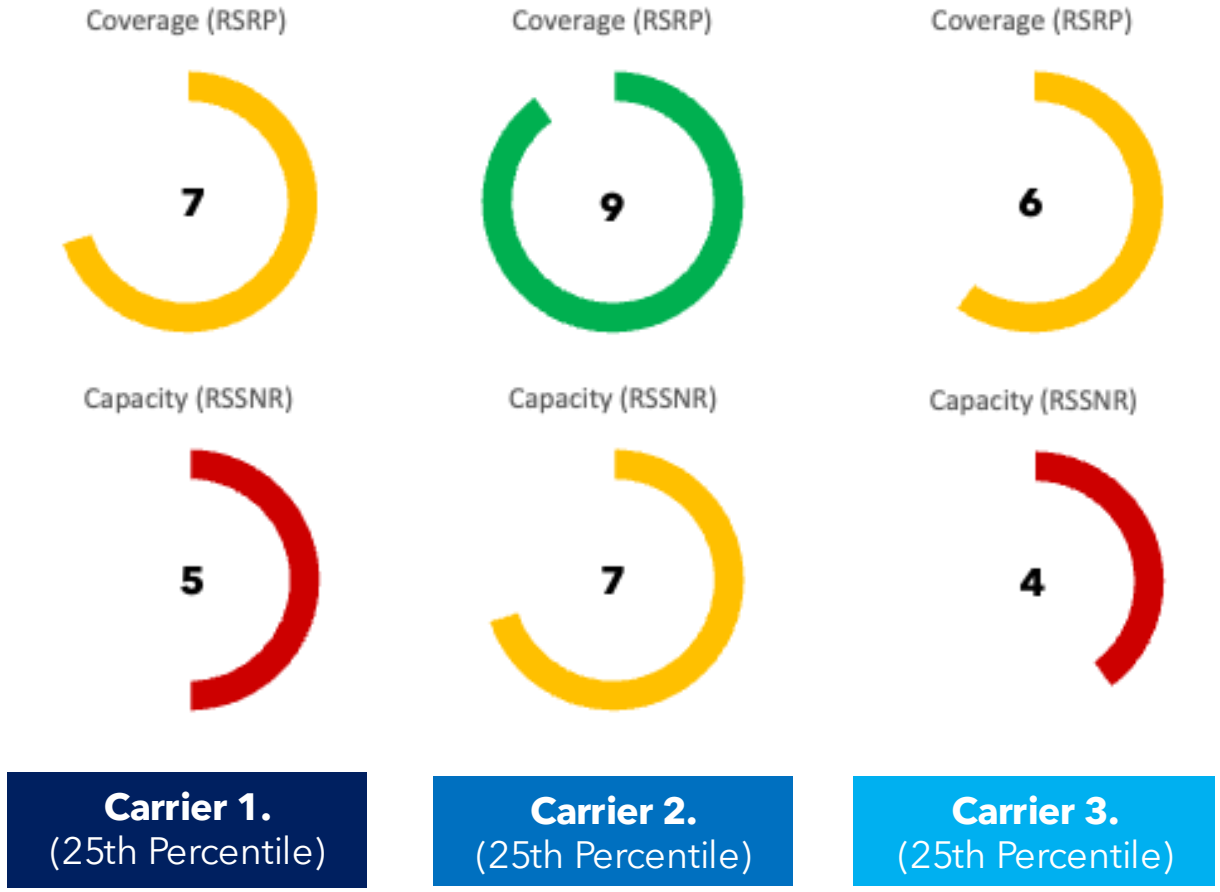

Carrier 1. (25th Percentile)	Carrier 2. (25th Percentile)	Carrier 3. (25th Percentile)

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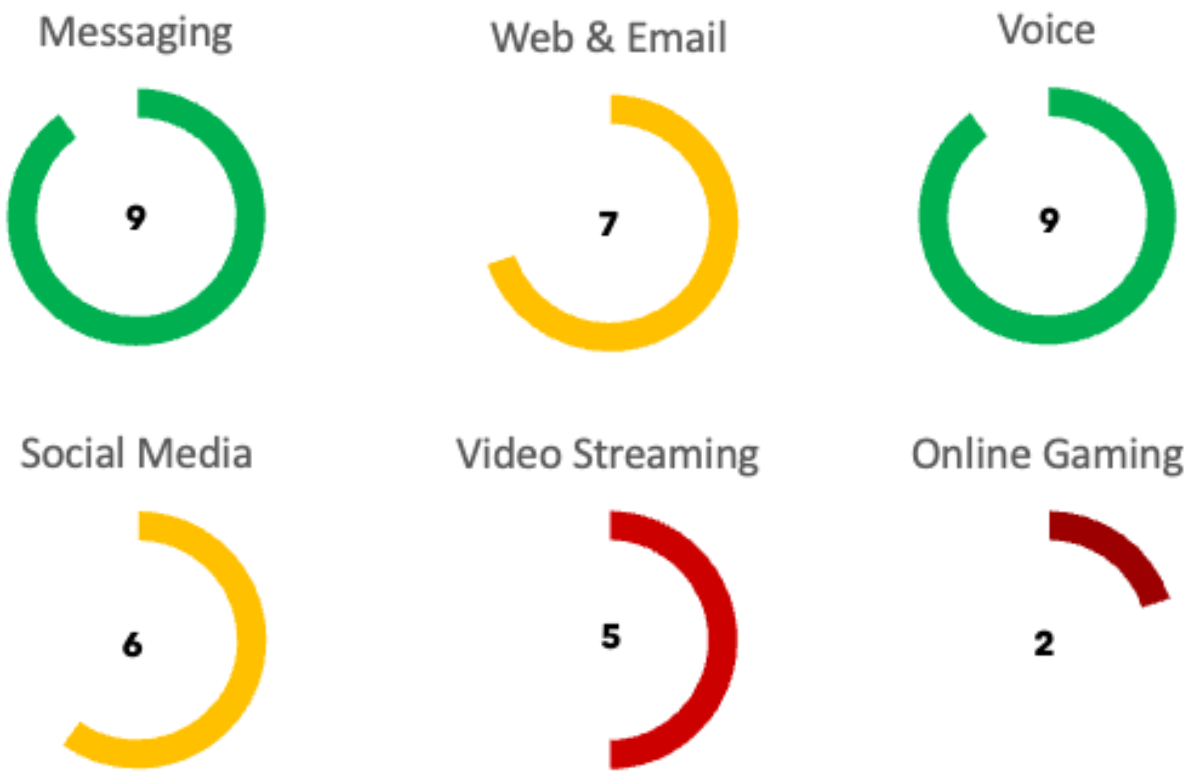
Customer Experience Snapshot

Here is a snapshot into the expected user experience across day-to-day tasks for a user with Carrier 1.

Reach out to the team to take a deeper dive into your customers experience across each carrier.



Carrier 1.
Use Case Performance Insights

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Floor by Floor Insights

Our big data analysis can highlight hot spots and not spots floor-by-floor.

We can also provide you with insights to how your building is used, footfall analysis, and a range of data driven comparisons.

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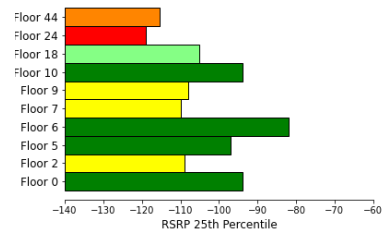
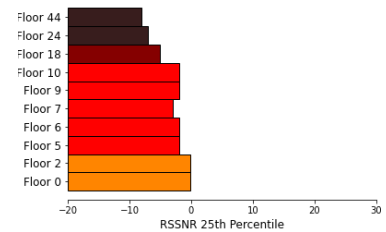


Coverage by Floor
(RSRP)



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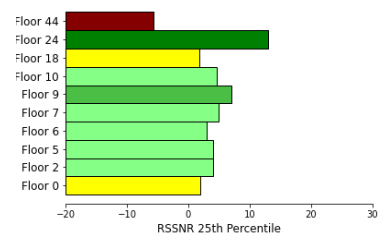

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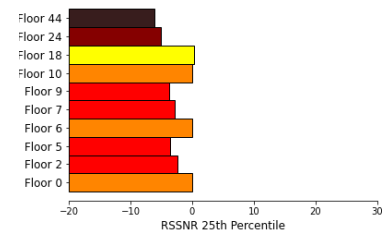
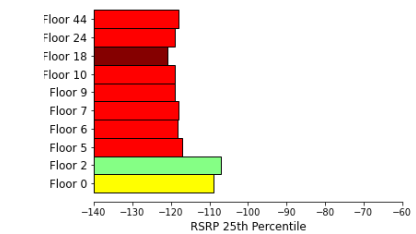
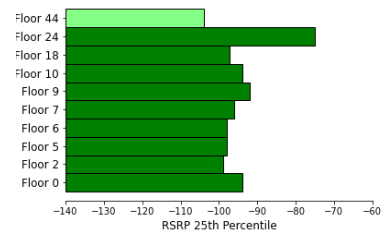


Capacity by Floor
(RSSNR)



Capacity by Floor
(RSSNR)



Capacity
(RSSNR)

Carrier 1.
(Example)

Carrier 2.
(Example)

Carrier 3.
(Example)

SAMPLE

Your next step

You have taken the first step to gain insight and understanding of your buildings network performance.

Contact our team today to understand how a multi-carrier small cell solution can help dramatically improve the user experience for your tenants, guests and visitors.

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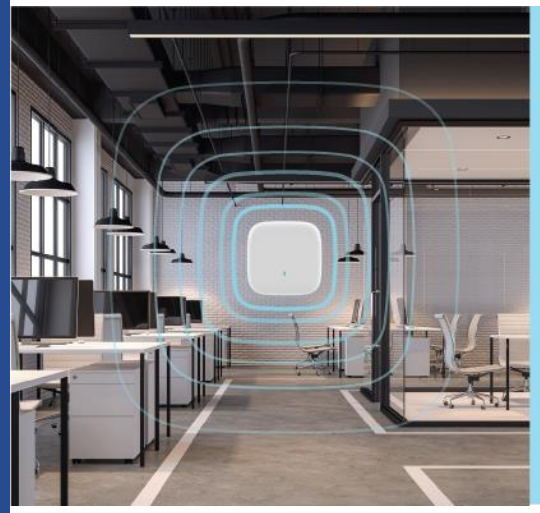
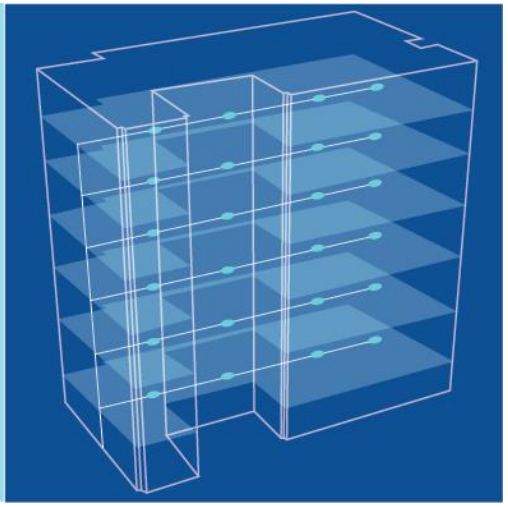


A FULLY MANAGED SMALL CELL SOLUTION



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For more information, contact:
sales@denseair.net

SUPPORTING
MULTI-CARRIER
CONNECTIVITY

SAMPLE