

# Remote device management to reduce operational costs and improve customer experience

Incognito Software partnered with **Analysys Mason** to research the challenges that developed market operators face in supporting residential fixed broadband subscribers. This infographic highlights key research and analysis findings where remote device management automates and augments operational processes and digital care channels, to reduce costs and improve the customer experience.

Up to **60%**

of calls are escalated to specialized engineers



Up to **20%**

of calls yield a truck roll where mean time to repair is days



Up to **8%**

of residential customers call customer care where average handle time is 6 minutes



**70%** of customer issues are Wi-Fi related

## Business impacts

**Lengthy customer service representative calls** with a lack of immediate resolution; impacts experience and operational costs

**High operational costs;** extended issue resolution times; home visit inconvenience

**Increased customer frustration;** poor experience; risk of churn which impacts net promoter score

### Download the White Paper

"Winning the battle for control and differentiation in the home broadband network with operations automation" **Analysys Mason**.

# Example: cost efficiencies in a developed market

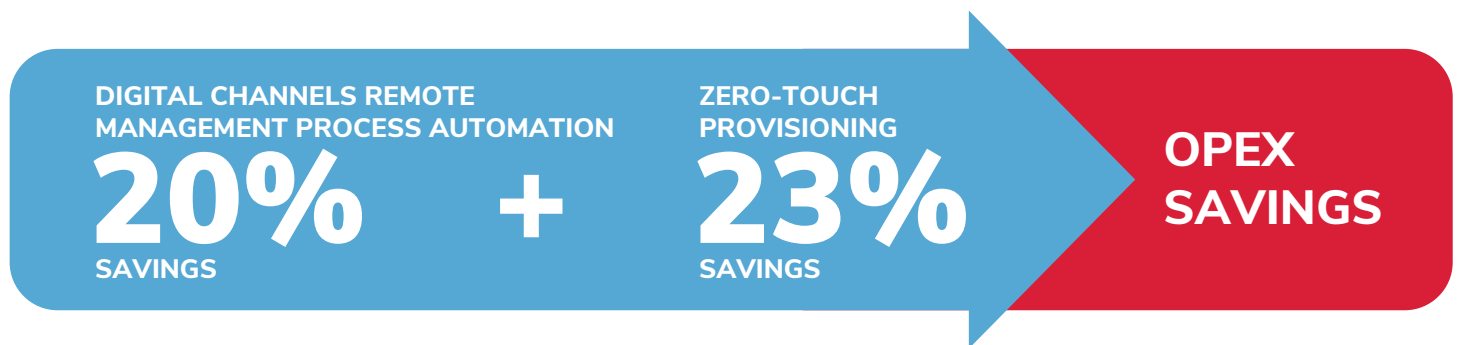
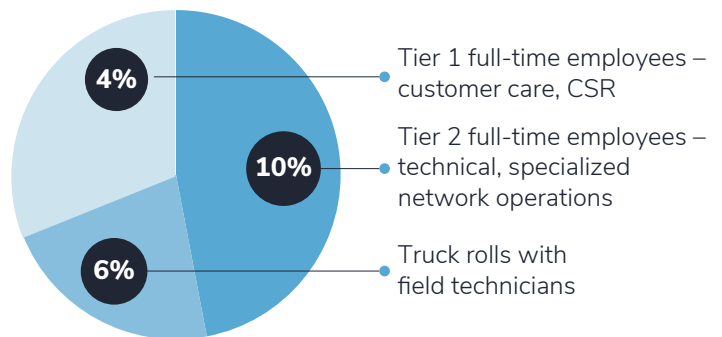
For a service provider in a developed market, consider the example highlighted by Analysys Mason in their paper “Winning the battle for control and differentiation in the home broadband network with operations automation.” When an operator with 3 million subscribers introduces remote device management, digital care channels, and operational process automation, there are substantial cost efficiencies in supporting residential consumers’ fixed broadband services.



**BY INTRODUCING**

- Remote device management
- Digital care channels
- Operational automation

**ESTIMATED  
OPEX SAVINGS OF  
20%  
OVER 3 YEARS**



**Incognito** offers a proven remote device management platform that reduces subscriber in-bound calls to customer care, technical escalations, and truck rolls, yielding both operational savings and a seamless digital experience.



Learn more at [www.incognito.com/solutions/digital-experience](http://www.incognito.com/solutions/digital-experience)

