Every year Netrounds asks our users for feedback on how Netrounds is improving their day-to-day operations, their customer satisfaction, and their operational efficiency. Our users range from regional and national service providers and international Tier 1 network operators, to government and multi-national enterprise users.

Top activities improved with Netrounds

1. Troubleshooting
2. Network monitoring
3. Service monitoring (video, VoIP, Internet)
4. Service activation testing

84% of respondents report that Netrounds helps them to resolve network issues and faults faster.

9.5 out of 10 users report that Netrounds is an easy-to-use and intuitive tool.

Netrounds users are able to find and fix network issues 32% faster using Netrounds than using manual methods.

We chose Netrounds because it’s miles ahead of the competition in terms of value for money. Since Netrounds is offered as a service, we can focus on our customers and our core business.

― OLA FRIIS, DISTINGUISHED ENGINEER, TELIA

Respondents note that customer frustration has decreased approximately 25% since their organization began using Netrounds.

Netrounds reduces operational costs and resources by 13% versus other tools and methods.

Service providers are able to introduce new, assured services 20% faster using Netrounds than using manual service activation methods.

― OLA FRIIS, DISTINGUISHED ENGINEER, TELIA