





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.



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

*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



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.

