



## Centralized QoE information integrated to your processes



### Key Benefits

- A single platform to monitor all your critical fixed and mobiles applications and services
- Instant overview of all your Witbe robots connected to any private or public network
- Alarms and reports available online, on mobile apps or on desktop widgets
- KPIs settings to suit business profile types (engineers, QA, management...)
- Centralized management: robots, tests, alerting, reporting
- Easy integration to third parties' tools (OSS/BSS, BI systems)



Witbe Experience Center is the central platform of Witbe QoE monitoring system.

You can manage all your Witbe Robots deployed on any private or public networks. You can now control all your critical fixed and mobiles applications and services from a single interface.

With Witbe Experience Center you benefit from all the features you expect from a monitoring platform, with the advantages of simplicity and flexibility!

#### A fully integrated system

Save time and get the best of Witbe QoE information!

Witbe Experience Center manages all your Witbe robots, aggregates and stores their QoE measurements, triggers alarms and provides multi profile reports to your teams and customers.

#### Multiprofile reporting

Get the right information to the right people!

It comes with a powerful, off-the shelf reporting web portal providing both real-time information and historical data over 13 months.

With Witbe's exclusive Dashboard engine you get customized reports adapted to the different profiles inside and outside of your organization: engineering, Q/A,

support, businesses, management, customers etc. Your reports are available through a web interface, smart devices and email. You can now align the entire company on common and meaningful QoE KPIs !

#### Advanced alerting

Witbe Experience Centers analyses in real time the tests output from your Witbe robots. This ensures relevant alarms triggering in case of degradation or unavailability of your services. It sends qualified alerts by email, sms, and SNMP traps.

#### Seamless integration to 3rd parties' systems

APIs also allows for measurements to be easily integrated into third parties' platforms such as BI and OSS/BSS solutions.

#### Centralized management

With Witbe Experience Center, you have a comprehensive view on all your local and remote Witbe Robots to upgrade their firmware, upload test scripts and schedule test campaigns without having to go on site.

#### Cloud based or dedicated solution

You can get immediate access to Witbe Experience Center from our Cloud or benefit from your dedicated system installed in your premises.

# WITBE CENTRAL SYSTEM CHARACTERISTICS

## “Witbe Experience Center” - WEC

### Technical characteristics

Product characteristics	Integrated application
Delivery mode	Software or Appliance

### Supported Projects

Lab - Q/A Projects	✓
Live Monitoring and KPI reporting project	✓
Geographical dimension	Local / Worldwide
Agregation of any kind of Witbe robot (voice/video/broadband/mobile)	✓

### Fixed and mobile services monitoring capability

IT Services	
Internal business applications (ERP, CRM,HR, ...)	✓
Internet Websites, webservices	✓
Smart device Apps	✓
Email systems	✓
Video Services	
Live and Interactive services over STB	✓
Multi-screen Live and Interactive services	✓
OTT-CDN streams	✓
Telephony Services	
Telephony and VoIP	✓
IVRs and Call Centers	✓
Fax and Fax over IP	✓
Broadband Services	
DNS and Layer 2&3 transport quality	✓
Upload and download throughput	✓

### Administration and reporting

Administration (Web GUI)	
Centralized management of robots, tests, functionalities	✓
Unlimited user accounts	✓
Multiple user profiles	✓
Dedicated robots ressources per user-group (eg country)	✓
Standard «web» reporting - Witbe Analysis Portal	
Real time Monitoring Console	✓
Synthesis Dashboard	✓
Performance analysis views	✓
Error and alarms analysis views	✓
Customized reports	
Dashboard Builder Licence	✓
Raw data export & WS integration	
HTTP/WS interface	✓
Historical data	
Historical data for overall metrics	13 months
Historical data for detailed metrics per test	3 months
Alerting features	
Customizable thresholds	✓
Automatic alert notification and clearing	✓
Maintenance periods management	✓
By email	✓
SNMP traps	✓

### Moreover, by choosing Witbe, you opt for :

- 15 years of experience on advanced QoE monitoring and testing
- Professional services to accompany your through deployment, configuration, training and maintenance
- Award winning solutions and internationally renowned expertise
- Increased productivity of your engineering teams and improved overall operations efficiency



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