



Wireless ISP Improves QoS and QoE With the QuotaDefender® System

“Customer feedback indicated a dramatic overall perceived performance of the network after QuotaDefender...the business reality is that user perception of network performance is of course, the ultimate metric of quality.” VP Technology, Spot On Networks

Spot On Networks, LLC – Corporate Overview

Spot On Networks, LLC (SON) is a Wireless Internet Service Provider that provides cost effective secure, high-speed wireless Internet access and managed telecommunications services to residential and commercial properties. Spot On Networks is the largest provider of Wi-Fi Internet in the United States multi-family market.

Spot On Networks services the following property types:

- ✓ Multifamily, Multitenant
- ✓ Restaurants
- ✓ Retail Stores, Grocery Chains
- ✓ Parks, Marinas
- ✓ Convention Centers
- ✓ Hotels, Motels, Resorts
- ✓ Large Commercial Spaces
- ✓ Public Spaces



Business Environment – The Challenge

Spot On Networks initiated a corporate strategy to enhance network performance and control at their managed sites while at the same time improving the overall customer experience. SON needed a solution that would enforce limitations for network abusers and improve overall Quality of Service (QoS) and Quality of Experience (QoE) for their subscribers, without impacting their existing CRM system.

Technical Situation

In an effort to provide the best in Wi-Fi services, Spot On Networks performs ongoing site analysis to track and identify the usage of each subscriber throughout their networks. This ongoing analysis allowed SON to recognize that there were a few subscribers that were consuming an excessive share of a community’s bandwidth therefore impacting the available network resources for all other subscribers.



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Technical Solution

Because Spot On Networks already had an existing CRM system, Mesh Networks proposed to re-design their State-of-the Art, patent pending broadband management solution, the NetProfit® System to produce a standalone solution that would simply integrate with their existing system. The QuotaDefender® System was developed to provide quota-based management capabilities to the existing SON facility networks, resulting in increased efficiency of these networks by enforcing fairness across all subscribers.



Summary of Results

The initial deployment of the QuotaDefender® System was at a student housing facility with a limited Internet pipe size servicing all subscribers.

After the deployment of the QuotaDefender® System fairness was enforced, quotas were in place and no one subscriber could monopolize the network. The abusive user's total Internet access was lowered to a predetermined, managed speed/data allocation plan.

Following the successful containment of the abusive subscribers, the allocation plan was optimized to provide appropriate connectivity and QoS to all the property's residents. Ongoing site analysis adjusts constraints as needed in order to appropriately manage excessive resource usage and provide ongoing and adaptive high QoS *and* QoE to the entire property.

The end result is that Spot On Networks, LLC, with the focus on customer satisfaction, has standardized on installing QuotaDefender® to their entire student-housing portfolio.



For more information about how Mesh Networks products can improve Quality of Service and Quality of Experience for your network subscribers, contact your account representative, or visit themeshnetworks.com

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