ASK4 improved WiFi troubleshooting in multi-dwelling units for 250,000 students

ASK4

LOCATION
Sheffield, UK

PRODUCTS
RouteThis Core

THE CHALLENGE

Troubleshooting for WiFi problems was complex, time-consuming, and expensive

ASK4 specializes in providing internet services for multi-dwelling units (MDUs), including housing for more than 250,000 students in the UK and throughout Europe. Unlike traditional service providers, ASK4 manages all connections itself taking the stress of managing the service away from the residents.

This model requires the company to have full visibility into customers' wireless environments to maintain service and facilitate repairs. According to Alfie Gamester, Head of Support Services at ASK4, "We relied on two approaches to do this: sending an engineer to do on-site diagnostics or requiring the customer to walk through a complex diagnostic process that involved getting their laptop and logging into a terminal, running a bunch of complicated commands, taking screenshots of the output from those commands, installing various different apps and running commands on those as well, and then getting it all together and sending it to us so we could digest all of this complex data to try and work out what the problem is."

Both options were time-consuming and expensive, and ASK4 needed a better way to manage diagnostics for handling a high volume of service calls.

RouteThis

Happier subscribers and lower operating costs with RouteThis

Reduction in time to acquire network data

Prior to RouteThis, WiFi support tickets at ASK4 would be routinely open for several days, which has now significantly reduced to a couple of hours.

Downtime in more than four years of deployment

Since ASK4 first deployed the solution in February 2019, there has not been a single minute of downtime for RouteThis. This has contributed to a high level of reliability and trust.

Reduced service and support costs

With streamlined remote diagnostics, ASK4 rarely has to send engineers on-site to troubleshoot WiFi connectivity issues, resulting in significant cost savings for the company.

"The first year that we had RouteThis Core, we halved our ticket duration through our busiest period. And that has held up for the last four years."
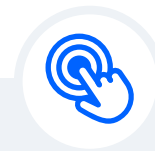
Alfie Gamester, Head of Support Services, ASK4

50% REDUCTION IN TIME TO ACQUIRE CUSTOMER DATA

Cut time waiting for customer data by 50% in first year

0% DOWNTIME IN MORE THAN FOUR YEARS

Zero downtime in four years of using RouteThis Core

REDUCED SERVICE AND SUPPORT COSTS

Reduced the need for in-person diagnostic visits

ıılıı RouteThis

Want to take your customer experience to the next level?
Request a demo at RouteThis.com