

# A global tier-1 network provider uses the 4Pointx Platform to increase customer satisfaction

## Customer Challenge

A global telecommunications network provider contacted 4Pointx seeking to transform their operations and improve customer experience. Challenges faced:

- Poor network performance caused by frequent failure of tower equipment
- Poor capacity utilization & network resource management. Lack of accurate usage information and insights to avoid unnecessary network build and infra upgrade activity

## Products

4Pointx Predictive Maintenance (PdM)

4Pointx Platform



---

## Line of Business

Telecommunications Network Provider

## Business Objectives

- Increase CSAT through better network performance
- Increase capacity utilization and avoid unnecessary infra cost

## Use Case

- Use 4Pointx PdM to predict equipment failure in advance
- Use 4Pointx Platform to ingest and analyze operations data

## Results

- 52% reduction in packet drops
- Increase in network utilization from 71% to 79%



# Powering Industry 4.0 Solutions

---

4Pointx simplifies industrial analytics of things (IIoT). Our platform enables operations managers to dramatically accelerate the time-to-value in industrial AI and IIoT implementations.

(+1) 844 4POINT1  
Registered No. 201928984Z  
[4pointx.com](https://4pointx.com)  
[info@4pointx.com](mailto:info@4pointx.com)

**4POINTX**

