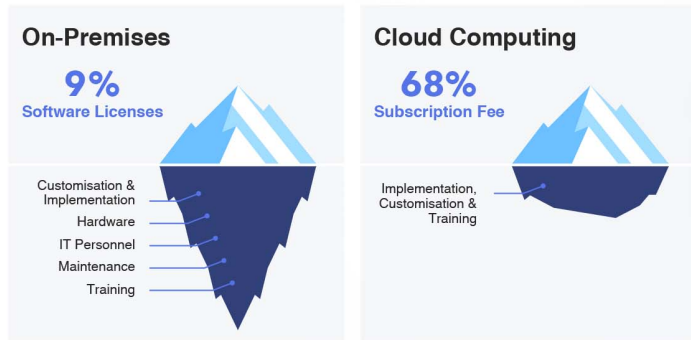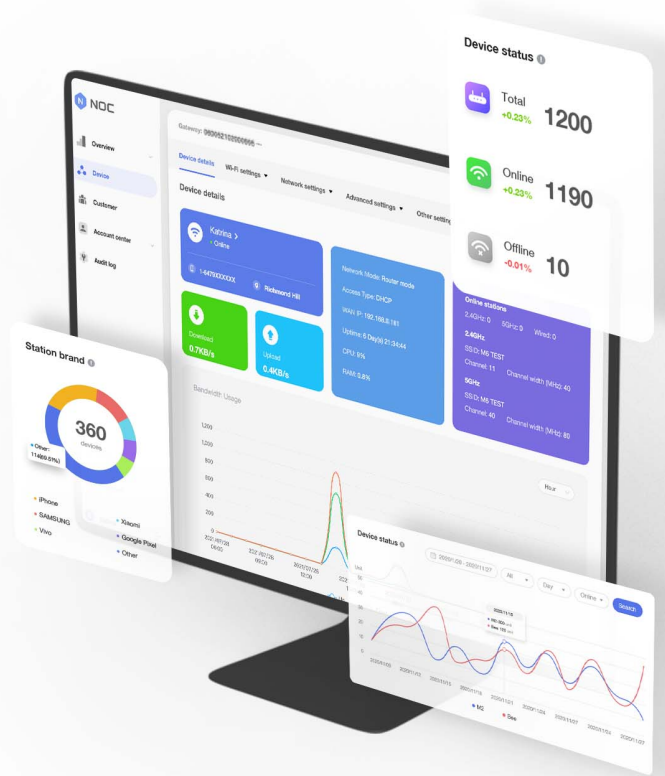# MERCKU | NOC

Remote management, made easy.

Mercku's Network Operation Centre (NOC) is the ultimate tool for connecting service providers and customers - delivering secure, cloud-based control to enhance the quality of experience you can offer.

A modern solution for a stress-free network experience

On-Premises
9%
Software Licenses

Customisation & Implementation
Hardware
IT Personnel
Maintenance
Training

Cloud Computing
68%
Subscription Fee

Implementation, Customisation & Training

Mercku replaces traditional on-site software licenses with cloud computing – A SaaS-like platform to save support, hardware, IT, and maintenance teams time and money.

Enhance Your Customer Experience

- Hands-free installation & advanced feature setup, remotely
- Improve experience using AI

Remote Monitoring & Management

- Overview of device traffic and status
- Remote troubleshooting and CPE setting access
- Over-the-air firmware upgrade

Data-Driven Business Optimization

- Oversee and predict usage pattern
- GDPR compliant
- The perfect tool for your business plan

How can Mercku's NOC help your business

Monthly ARPU
Increase average revenue per unit

CIR
Reduce call-in rate

NPR
Increase customers experience

Truck Rolls
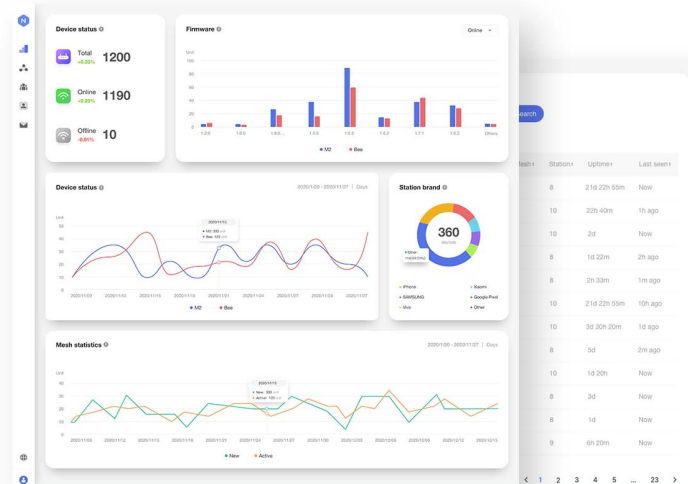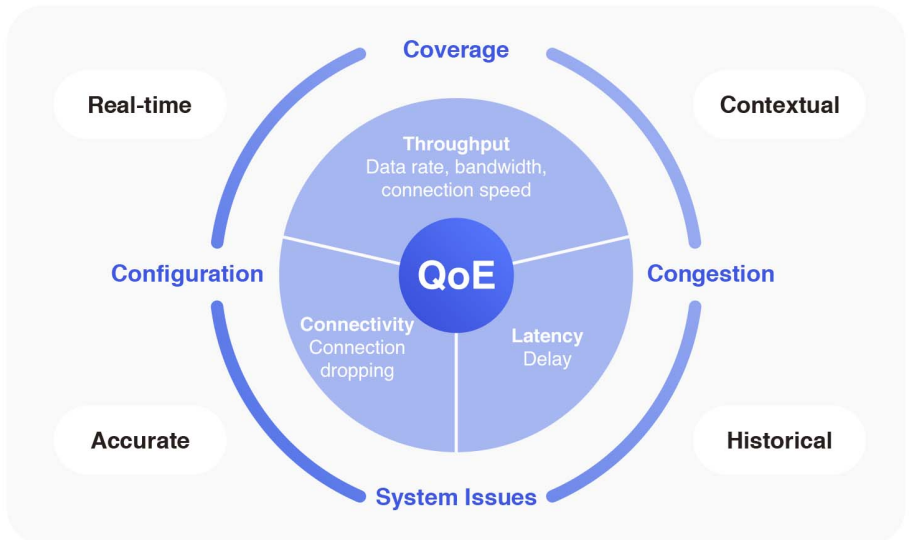Reduce on-site technician cost

Churn
We make customers happy

MERCKU | NOC

NOC is one facet of Mercku's connectivity ecosystem

360° Network Management

Management tools include Mercku's
Network Operations Center (NOC),
Mobile App, and Web UI

Cloud Platform

Hardware

High-performance Wi-Fi mesh
systems with award-winning
industrial design

Wi-Fi Mesh Router

reddot winner 2021 — MUSE DESIGN AWARDS

Mobile Application

Advanced Features

Enhanced security and additional
premium feature integration with
Mercku systems

Advanced QoS/QoE

Network Security

Network Optimization

Wi-Fi Motion Sensing

360° Network Management improves end-user QOE outside the box

Wi-Fi QOE is more important than
just speed and price.

With NOC, real-time and historical
data empowers AI-based proactive
cloud optimization

Coverage

Real-time — Contextual

Throughput
Data rate, bandwidth,
connection speed

Configuration — **QoE** — **Congestion**

Connectivity Connection dropping — **Latency** Delay

Accurate — Historical

System Issues

Call for Co-development

We are always looking to improve our system
and are open to your suggestions - let's talk
about what features you want on your OTT
platform!