

# You Can Only Improve What You Can Measure



**QMap<sup>®</sup> Inflight**

Gain insight and actionable data about your inflight connectivity service by continuously monitoring the user experience—at the seat level.

To keep passengers happy and flight crews productive, you can no longer settle for IFC providers that over promise and under deliver. But if you ask them for specifics, you'll likely see their “end-to-end” data stops at the antenna or ground station.

**QMap Inflight, a lightweight mobile app, takes you much further:**

- Gather real-time performance metrics on the actual user experience
- Hold providers accountable to their SLAs and negotiate better—or entirely new—contracts
- Quickly identify network performance issues
- Compare IFC providers to determine which provides the best service
- Pinpoint trouble spots on various flight paths to inform decisions on how to improve
- Better prepare for inevitable demand surges during peak travel times
- Enable proactive compensation for a poor passenger experience



QMap Inflight collects real-time data, continually running tests from gate to gate.

Using minimal bandwidth, it works in the background—on crew and/or passenger smartphones, tablets, and other mobile devices.

Aggregating all user data with flight position and altitude, QMap creates a range of insightful reports on end-to-end connectivity performance.

## Real Data on the Actual Quality of Experience

That Your IFC Service Provider Can't Deliver



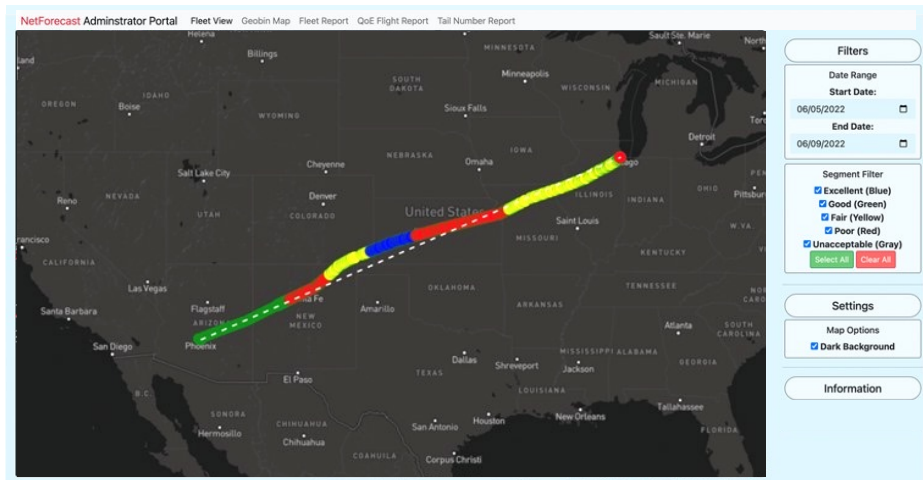
See color-coded performance ratings, at a glance, for every flight monitored.

### Measuring and Rating QoE

Unlike service providers who just measure QoS, we calculate QoE, accounting for what users are actually doing. QMap Inflight tracks four key metrics that directly affect satisfaction levels:

- Latency
- Packet loss
- DNS lookup times
- Effective bandwidth

Drill down to get a full picture of performance throughout a flight.

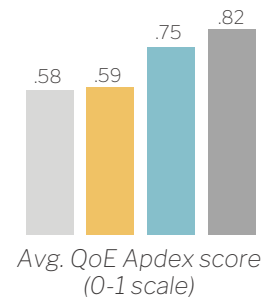


### Compare Performance Across Multiple Providers

(Actual data from four providers over 2,985 flights)

Provider A: 26%  
 Provider B: 21%  
 Provider C: 14%  
 Provider D: 4%

Avg. % of flight time service was down



## Learn More

Dive deeper into all the metrics and get your questions answered.

**NetForecast**<sup>®</sup>  
[www.netforecast.com/contact](http://www.netforecast.com/contact)