

nile

Nile's Performance Guarantee

A commitment you can trust

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Introduction

Organizations are increasingly transitioning to cloud and as-a-service solutions to ensure round-the-clock availability. The uptime of campus and branch solutions is critical to business performance and a positive user experience. Consequently, a performance guarantee plays a crucial role in ensuring that both you and your technology provider share the responsibility for your investment.

A performance guarantee specifies metrics and an outcome that satisfies an IT organization's priorities, and provides incentives to the enterprise IT teams in case such metrics are not met.

For both wired and wireless services, a performance guarantee proactively monitors critical metrics using clear and measurable guidelines, aligning technology investments with business outcomes.

An industry first

If a Nile network within a building does not meet its commitment, customers are eligible to receive service credits towards future monthly billing cycles as outlined in Nile's service contract.



Enter Nile.

Collaborating with Nile brings numerous benefits, including the ability to leverage clearly defined performance metrics tied to wired and wireless essentials such as availability, coverage, and capacity. Who doesn't want a great network experience, seamless video conferencing, and the best application responsiveness possible? Nile even shares in the responsibility for your success by providing service credits if we do not meet our performance guarantee on a monthly basis. It's a win-win.

Nile's performance guarantee is designed to continuously validate the following in real-time and is backed by a commitment on a per building basis:

- **Availability:** The ability to pass traffic through the Nile Service Block (NSB), encompassing all wired and wireless network elements.
- **Coverage:** Ensuring end users and IoT devices receive voice-grade quality wireless coverage while connected to the Nile network within the building.
- **Capacity:** Determining that the deployment is designed to handle the total user, IoT, and application throughput, as well as latency requirements across the network.

This allows Nile to take action, ensuring that service quality is proactively maintained per site, as each location is viewed and treated separately.

For visibility, customers and Nile partners can see how a particular network is performing at any time. Customers will receive a monthly performance report that includes uptime percentages and historical data trends. The Nile customer success team also distributes a quarterly report to each customer, offering collaborative planning and recommendations where needed for future improvements.

How does Nile's Performance Guarantee work?

The first piece of the puzzle is the use of sensors deployed alongside Wi-Fi access points (APs). The sensors act like synthetic user devices providing us an outside-in view for a high degree of visibility. As a group, the sensors continuously run tests every minute to discover any issues related to network and application performance.

Let's take a closer look at how each metric is measured.

Availability

In this instance, sensors are used to send probes throughout the network, identifying the availability of all connected network elements. When physical sensors are not being used, the dedicated radio in Nile APs assumes the responsibility of performing this health check and sending these probes.

When responses are received, it is considered a "good" minute and if not, we record a "bad" minute. The number of good minutes per month is used in the following formula to determine if the Nile Access Service deployed within that environment has met its target:

$$\text{Availability} = (\# \text{ good minutes} / \# \text{ total minutes}) * 100\%$$

The table provided in the next section of this document highlights targets for each of our performance metrics.

Coverage

For coverage, the voice quality signal strength of Wi-Fi connections is measured across a deployment to ensure users are receiving a good video conferencing experience. Sensors scan the 5GHz band to determine if each can detect at least one access point (AP) with a -67dBm or better signal. The 5GHz band is chosen over the 2.4GHz band, as it only uses three channels and is prone to significant interference from Bluetooth, microwaves, and other devices.

Capacity

Similar to monitor coverage performance, Nile's sensors continuously scan the 5GHz band, reporting on each AP that is seen, along with its advertised BSSID (Basic Service Set Identifier).

- The ideal scenario aims for 1.7Gbps over the air capacity per AP.
- For instance, in a location with six installed APs, approximately 10Gbps of available capacity per minute is expected to meet the threshold.
- If two APs are unavailable or down within a one-minute timeframe, it would be noted as a violation as only 6Gbps or so would be measured for that minute.

As each Nile Access Service is designed for high density, it would be very unlikely for the user experience to visibly degrade in the above scenario.

From a customer perspective, we are continuously learning from each of our deployments and have enhanced our initial guarantee of 98% to an impressive 99.95%. The goal is to expand what we monitor and measure in order to perform automated actions that enable the network to adjust to changing conditions.

Service Credits

In the event that the Nile Access Service does not meet its commitment targets of 99.95% for either of the performance metrics, customers receive monthly service credits for future billing, on a per building or per site basis. Monthly uptime targets and associated service credit levels are outlined below:

Monthly Uptime %	Service Credit %
97% <= SLA < 99.95%	10%
95% <= SLA < 97%	25%
Less than 95%	50%

The Monthly Uptime % and Service Credit % numbers indicated above are subject to change. As you might have already guessed, Nile would not be responsible for violations that are deemed outside of our control such as WAN outages, cabling issues, power or cooling outages, and more.

Summary

Due to the rising demand for real-time applications like video conferencing, which require high-bandwidth connectivity for mobile users, today's networks must prioritize availability, coverage, and capacity more than ever.

- Nile's Access Service offers high-performance wireless and wired network infrastructure in each of your buildings for optimum results.
- More importantly, a Nile network continuously optimizes itself to enhance the user experience and overall predictability of your network.

It's a commitment you can trust.

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