



● SOFTWARE QOE AGENTS · ANY DEVICE

# Test customer experience from any device or platform

MedUX Apps & SDK gives unparalleled visibility into user experience across diverse platforms and devices — optimising performance in both cellular and Wi-Fi environments.

- Multi-platform
- Multi-technology
- Foreground & background
- Optimised data & battery
- DL · UL · Latency
- OTT experience

**Millions**

AGENTS DEPLOYED

**100+**

KPIS COLLECTED

**6 OS**

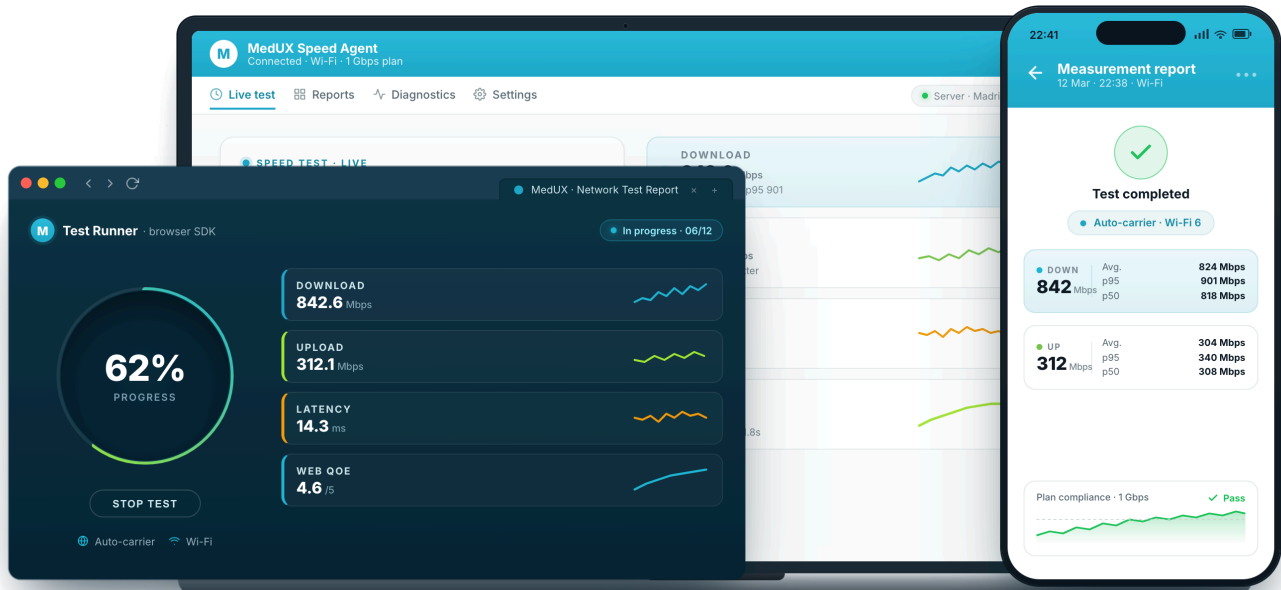
PLATFORMS SUPPORTED

**No complex**

DEPLOYMENT EFFORT

**Real-time**

INSIGHT



## 01 WHY MEDUX APPS & SDK

### Multiplatform agents

One SDK integrates across phones, computers, tablets, CPEs and Wi-Fi extenders — the same measurement platform far beyond mobile handsets.

### Service, network & radio data

Captures service information from real applications plus the surrounding environmental data, giving a full view of user, device and network together.

### End-user utilities

Intuitive tools give subscribers added-value insight into their real internet performance, lifting satisfaction while the data feeds your analytics.



### Millions deployed

MedUX Apps & SDK running worldwide across mobile and fixed subscribers.



### No complex deployment

Real-time internet-performance insight without heavy integration effort.



### Part of the MedUX suite

Feeds the Measurement & Data Collection layer behind Analytics, Scorecard and Solve.



A FLEXIBLE, TAILORED APPROACH

## Three ways to deploy, one measurement platform

Embed the agent in your own application, ship a branded MedUX app to your workforce, or use the ready-made apps already on the marketplaces — every route reports into the same QoE backend with the same 100+ indicators.

### 02 DEPLOYMENT ROUTES

Same backend



#### Integrate the SDK

Embed the easy-to-integrate agent to enrich your own app's functionality, with a modular schema that keeps integration light.



#### Branded app

Deploy the MedUX app with your own branding across your workforce or a selected subscriber panel.



#### Ready-to-use apps

Leverage ready-made applications already available on the major marketplaces, with no development at all.

#### Platforms supported

6 OS



Android



iOS



Harmony



Windows



Linux



macOS

Separate SDK builds absorb OS, security and hardware differences — some capabilities vary by operating system and device.

### 03 TEST CAPABILITIES

100+ KPIs



#### One-button test

USER INITIATED

- Speed DL, UL, latency and jitter against on-net servers
- Web access tests and user-initiated active tests
- Result lists with detailed statistics



#### Active background tests

UNATTENDED

- Scheduled speed, latency and jitter measurement
- Streaming, social media, web and gaming experience
- Runs automatically with no user action



#### Signal & connectivity scan

COVERAGE

- Coverage and signal-quality information
- Network configuration data
- Network elements and node identification



#### Device characterisation

EQUIPMENT

- User-equipment status metrics
- Device identification details
- Connectivity attributes



#### Feeds MedUX Analytics and Solve AI

Every agent streams into the same QoE backend, so the data lands in dashboards, strategic reports and raw-data access alongside the probe-based measurement.

ONE DATASET

### 04 WHAT THE AGENT COLLECTS



#### Performance

Cloud DL and UL, latency, streaming playback, voice and VoIP, and social-media response measured against controlled endpoints.



#### Connection

ISP and ASN, MCC / MNC, RSRP, RSRQ, SINR, RSSI, cell identity, radio parameters, location and access technology.



#### Device

Operating system, manufacturer and model, CPU load, available RAM and battery charge captured with every sample.

Turn any app into a **customer-experience testing tool.**

One easy-to-integrate agent, one QoE backend, 100+ indicators across six platforms.

Download product sheet →



● FROM MEASUREMENT TO MARKET POSITION

## Use cases across the operator

Versatile tools for diverse telecom market players — helping teams understand customer experience, anticipate the impact of degradations on end-users and elevate satisfaction, from coverage analysis to regulatory compliance and marketing claims.

### 05 NETWORK & EXPERIENCE USE CASES



#### Massive Coverage Analysis

Detect coverage holes, track new cell installations and analyse network changes across the footprint using measurements gathered from real subscriber devices.

- Coverage holes
- Cell tracking
- Before / after



#### Quality of Experience

Video streaming, social media, website browsing time and gaming experience indicators captured from real sessions on the subscriber's own device.

- Streaming
- Social
- Web & gaming



#### Network Insights

Optimisation analysis, planning strategies, site prioritisation, capacity planning and roaming performance tools driven by field evidence at scale.

- Optimisation
- Planning
- Capacity



#### Used Technology Analysis

Device performance across model and OS, access-technology capacity and the correlation between technology and coverage in real conditions.

- Device
- Access tech
- Wholesale

### 06 BENCHMARKING, REGULATORY & COMMERCIAL USE CASES



#### Benchmarking

Positioning and intelligence reports comparing your own and competitors' network quality experience across segments and markets.

- Positioning
- Competitors
- Segments



#### Regulatory Compliance

Network monitoring and auditing, consumer-focused utilities and end-user empowerment through transparent, independent reports.

- Auditing
- Consumer utilities
- Transparency



#### Subscriber Level Insights

Subscriber-centric QoE data, contracted-service compliance reports and metric enrichment with MNO data for per-customer visibility.

- Subscriber QoE
- Compliance
- MNO enrichment



#### Marketing Claims

Build brand awareness as a performance leader with certifications that accredit service and network quality on independent evidence.

- Brand
- Certifications
- Best-in-class

**Understand experience. Anticipate degradations.  
Elevate satisfaction.**

A flexible, tailored approach to QoE measurement across every telecom role.

Contact us at [hello@medux.com](mailto:hello@medux.com) →