

DON'T LET TECHNOLOGY BRING LIFE TO A HALT

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Thursday, 10 November 2016

It's the weekend at last and you settle down to watch your favourite TV on planner or catch up only to find that your Sky box didn't record. Elsewhere, the kids are in meltdown because the Wi-Fi isn't working fast enough.

It's a familiar experience in today's household as we place more pressure on our data networks to support everyday activities. Even with superfast internet connectivity, multiple device use can still slow down your speeds, streaming and Wi-Fi.

As we prefix 'smart' to the technology in our house then perhaps a 'smart' solution is needed to make sure they continue to operate efficiently.

Home Technology Monitoring is a new buzz phrase that can do just that. Monitoring tools can automatically keep a track on all of the connected devices in your home, collecting information with immediate notification to your integrator before you even realise there is a fault! A service engineer can then address this remotely.

A remote monitoring box can test and log the broadband speed twice a day so that you can demonstrate your average speeds your provider and ensure they don't sell you short of what you are paying for.

Monitoring services also allow for proactive responses to reset any 'frozen' or unresponsive equipment before you even know there is a problem, thus delivering a much more consistently reliable service from equipment like Sky boxes.

These network monitoring tools provide a new level of customer service with quick support for whole house systems to minimise inconvenience. It is an essential after care that ensures continuity for complex systems, keeping them healthy and functioning.

Simon Mathieson of Finite Solutions comments, "The average household is now akin to a small office in terms of technology but few would even think about recruiting an 'IT Manager' for the home. However, most people expect prompt servicing for most household investments, so why not look after technology which in many cases turns out to be the biggest expense.

"The internet of things and voice home control such as Amazon Echo are going to be huge meaning that the smart technology in your home will not just be limited to your Wi-Fi, Internet and multimedia. Integrating your lighting, security, and heating energy will become more important, hence a device that monitors, tests and reboots equipment will become invaluable. A service engineer who can locate a single problem across all devices and brands also becomes essential as one box provider would only test their own equipment."

Taking care of your entire smart technology investment can be covered for just £30 per month plus the installation of a monitoring box.

