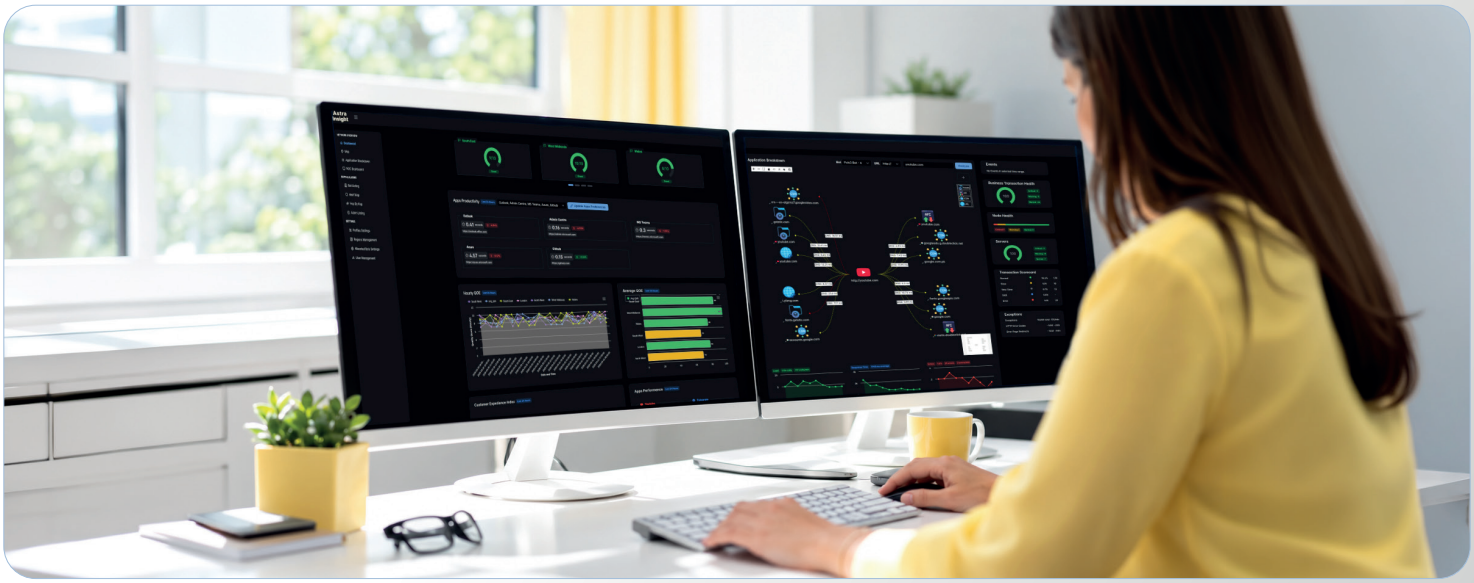
PacketFront Software

Astra Insight

We're bringing you a solution for Quality of Experience measurement that lets you see your customers' service quality in real time, turning everyday network data into customer satisfaction, savings, and stronger wholesale partnerships. It goes beyond basic network monitoring to unlock true efficiency and deliver real savings.



Understanding your customers' experience in real time means you can move from reacting to problems, to preventing them. By turning service quality data into actionable insight, you not only improve customer satisfaction but also run operations that are smarter, more efficient, and more cost-effective. But the benefits don't stop there. Here are some of the keyways you'll see the difference:

Predict and prevent network issues before they disrupt service

Rather than letting your customers discover bad service quality first, you can see and resolve problems before they affect the experience. By continuously linking network data, you spot patterns and early signs of strain. This proactive approach lets you step in before service levels fall below an acceptable standard, creating a smoother, more reliable network for your users.

Cut support tickets

With deeper visibility, many issues can be resolved before a ticket is even created. As you take a more proactive approach, the volume of support requests drops, giving your staff time to focus on higher-value tasks while reducing the overall support burden and cost.

Reduce churn and protect revenue

When you identify and fix problems before your customers notice, their satisfaction rises naturally. Consistent, high-quality service builds trust and turns your users into loyal advocates. And when issues are resolved swiftly, your customers feel valued and are far less likely to switch provider.

A satisfied customer base means a stronger retention and revenue protection.

Increase customer satisfaction

By using your own services as your customers do, monitoring partner-supplied connectivity, and diagnosing in-house software issues, you gain a complete view of the user experience.

Each insight helps you fix issues faster, deliver services more smoothly, and raise perceived quality. When your customers see problems resolved before they even ask.

Run smarter operations at lower cost

You get the tools to run key diagnostics such as iPerf, directly from your customer's home or office, removing the need for costly truck rolls. Engineers can perform tests remotely, at any time, without waiting for the customer to be available. Faster, remote troubleshooting cuts both time and travel expenses, helping you run smarter operations at lower cost.

Spot bottlenecks in your own or your service providers' network

By collecting detailed performance data for specific websites or services, you uncover hidden problems such as CDN or hosting delays. You can drill down into why a particular site underperforms directly from your dashboard.

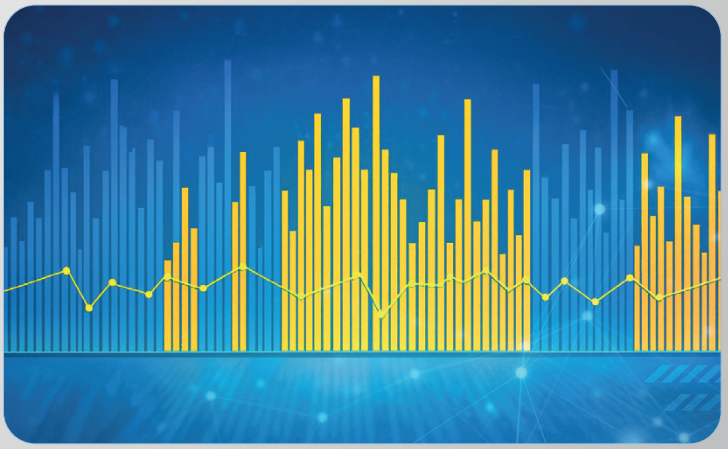
This insight helps you address root causes quickly and accurately, delivering a faster, more reliable experience for your customers.

Act proactively instead of reactively

Whether you're monitoring your own links or those of partners, you gain the insight and actionable information of the network performance. For example, wholesale providers can identify whether a problem arises in their own network or in their partners services, reducing downtime, and strengthening relationships with both partners and users.

Gain intelligence not just about your network but also your in-house software

The platform goes beyond network monitoring to track performance across your internal applications. By mapping dependencies such as database calls or API responses, you can spot bottlenecks before they affect your users. This dual focus makes it invaluable for both network managers and developers, turning performance data into a clear path for optimisation.



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The future we are working towards

Towards closing the loop with proactive intelligence - Self-optimising networks

Imagine a system that could spot and resolve basic issues before your customers even notice anything is wrong, removing the need to raise tickets or wait for support.

For example, in dual WAN setups, most failover solutions only activate when connectivity is completely lost. Our aim is to bring Astra Insight together with PacketFront BECS Network Orchestrator, so that failover can be triggered as soon as the quality of key services begins to drop.

This proactive approach will help keep service quality high and give your customers a seamless experience from the start.

The journey towards autonomous networks

Step by step, you will be able to progress from basic monitoring to networks that adapt and improve on their own, preparing for a future where they manage and enhance performance automatically. In the short term, our focus is on delivering real, measurable results rather than promises.

At PacketFront, we're dedicated to making complex network operations simpler, with full autonomy as our long-term goal.

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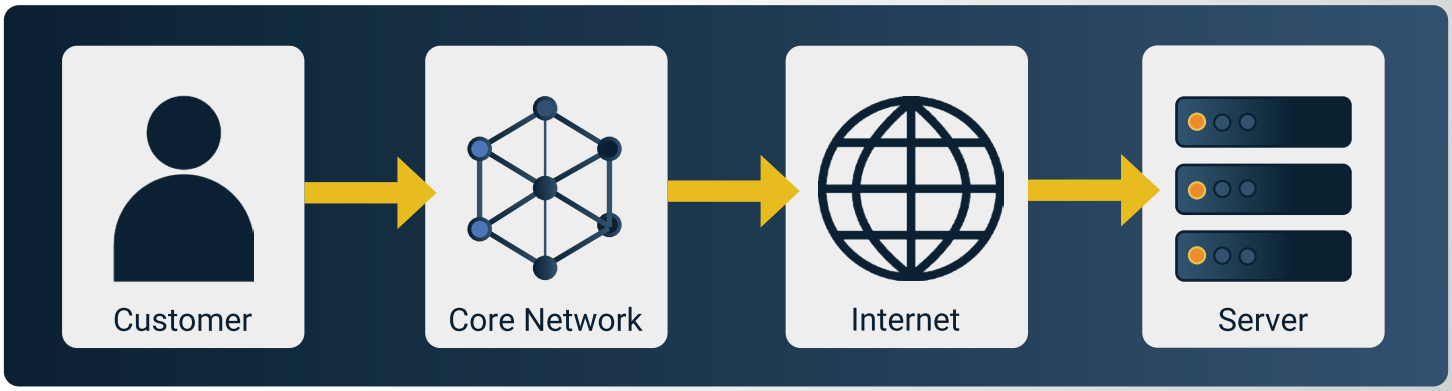
How Astra Insight works

Astra Insight is a user experience measurement platform. It works by consuming the very same services, the very same way, a customer does on a network e.g. Web Browsing, Video Streaming and VoIP. Traditional monitoring platforms, such as PRTG / Zabbix, look at the devices in the network to identify issues such as packet drops on interfaces or bandwidth usage therefore monitoring what's happening only inside the network (customer to core).

Instead, Astra Insight monitors service quality end to end from customer to service server. In addition, Astra Insight is able to breakdown a service, such as YouTube, into its sub services e.g. the website itself, advert platforms, and Content Delivery Networks (CDNs) so you can identify where the exact issue with a service is and giving you the ability to benchmark the performance of your CDN partners.



Astra Insight works by having 'Digital Twins' which act as end customers. These Digital Twins can be placed from the core right out to the CPE level allowing for easy identification of issues and bottlenecks. At the CPE and access level some manufacturers support installing the Digital Twin software directly in the device itself. Otherwise, a small device can be installed behind the CPE.

Get in touch for a demo, consultancy or inquiry:

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