

wasn't available, the default solution was to swap the decoder for a new one and reset the system. Research showed that a high number of the swapped decoders were actually fully functional, so having real-time data to help solve the problem without sending a technician resulted in substantial cost savings. In fact, support costs have been reduced, home visits reduced, customer churn reduced, and operational expenses have been reduced, while at the same time, customer satisfaction has increased.

Casas says, "We were amazed at the speed with which we were operational with the Devo platform. We were able to go from concept to full operational deployment in a mere three months, and the

partnership between Telefónica and Devo is now one of our key vendor relationships."

She concludes: "Customer satisfaction is absolutely fundamental to the success of our Movistar+ TV service, and Devo has helped to increase this, which is great news for us. We have also realized annual cost savings of millions of euros by reducing average client call times; reducing customer churn; reducing the overall number of calls coming into our helpdesk; and reducing the number of technician home visits. Devo's capacity for real-time and historical data collection and analysis has been central to our ability to keep our customers happy and compete in a very competitive market".

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Devo is the only cloud-native security analytics platform that combines the power of people and intelligent automation to confidently defend expanding attack surfaces. An ally in keeping your organization secure, Devo augments security teams with AI — enabling you to continuously scale SOC efficiency, increase the speed of threat detection and response, and gain greater clarity to empower bold action, minimize risk, and maximize outcomes. Learn more at www.devo.com.