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## **THE BBC MONITORS ITS SERVICE'S QUALITY OF EXPERIENCE WITH WITBE**

BBC is using Witbe's quality of experience (QoE) technology to complement its existing quality of service (QoS) measurements with end-user experience data, based on actual visual clues, for the BBC.co.uk web site.

Witbe robots technology continuously reproduces user behaviour on the BBC.co.uk web site, in particular on the Home page, the Weather page, the News page and the Sports page. In addition, the same robots technology replicates the usage of the iPlayer such as video viewing and video downloading.

When services issues are encountered, screen captures are made for the BBC's review along with web site waterfall information for further web site performance improvements. In this way, the BBC can control the end-user service it delivers through its BBC.co.uk web site.

With Witbe's QoE technology, the BBC is able to take into account all factors of performance, from the server to the network and from the network to the browser technologies, including JavaScript or Flash.

Through these measurements, Witbe provides real-time factual indicators of the true end-user experience: availability and performance of the BBC services, initially from London.

### **About BBC**

[www.bbc.co.uk/](http://www.bbc.co.uk/)

### **About Witbe**

Multi-play usages such as watching TV, using VoD services, making phone calls and accessing the internet via landline or mobile networks have revolutionized the way operators work and their areas of responsibility. Since 2000, Witbe has been developing an innovative approach to measuring the actual end-to-end quality delivered: Quality of Experience monitoring (QoE). Witbe's unique technology provides indicators of perceived quality measured by its robots, which reproduce user behaviour. Witbe, with its Perceptual Mean Opinion Score (P-MOS) algorithms qualifying real time image and sound quality from the Set Top Box (STB), has been regarded since 2004 as the reference for IPTV services monitoring.

Witbe works with the main operators throughout the whole world: Austria, Dubai, France, Germany, Greece, Italy, Korea, Luxembourg, Morocco, Netherlands, Poland, Portugal, Singapore, Slovakia, Spain, Switzerland, Taiwan, UK, Ukraine, USA, among others. [www.witbe.net](http://www.witbe.net)

Press relation

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