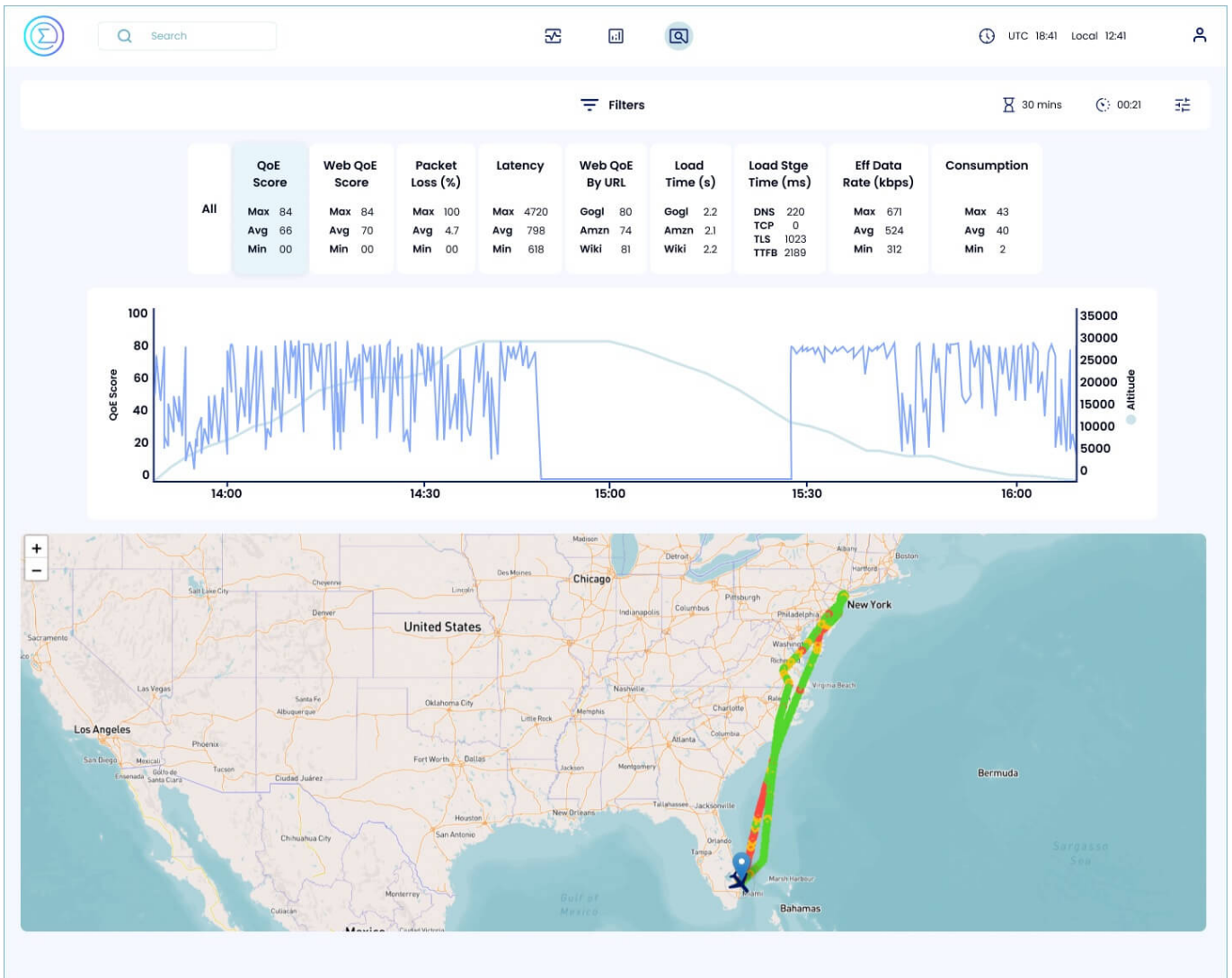


Neuron talks quality of connection

This is a special feature from *PAX Tech's* October 2024 [APEX Global EXPO](#) issue



Neuron Quality of Experience chart

The response to [Neuron's](#) AI-powered QoE (quality of experience) management platform on more than 750 Delta Air Lines aircraft has fueled momentum for the company in aviation, which rebranded last year from ESpace Networks to Neuron. Mike Moeller, SVP of Aviation, Neuron, tells *PAX Tech* that the Delta announcement and the subsequent Aircraft Interiors Expo (AIX) 2024 were key milestones for the company.



Mike Moeller, SVP of Aviation, Neuron

“I have been in the aviation industry since 2006, and I have never experienced the excitement and focused discussions with airlines like we had at AIX,” Moeller says. “Airlines are figuring out that having an independent solution that can accurately measure the quality of experience of passenger IFC is not just a good idea, but a must have.”

The secret sauce

Moeller notes that with the digital landscape and passenger expectations changing quickly, airlines need real-time IFC data and actionable intelligence to better manage inflight connectivity and digital experiences today—and to help them deliver innovative experiences in the future.

While the airline industry has been talking about the independent measurement of the passenger experience for many years, Moeller points out that the primary method of testing IFC from a passenger experience standpoint has been receiving anecdotal feedback from travellers post-flight.

“Neuron has found the ‘secret sauce’ with Neuron Pulse, our QoE measuring and monitoring solution,” he says.

Neuron Pulse provides airlines with an accurate view of each flight’s QoE, broken down by use cases and post-flight analytics for a holistic performance view.

This actionable intelligence helps airlines work more closely with IFC providers to elevate the passenger experience and Net Promoter Score.

A new chapter in IFC

Neuron has additional deployments in progress, including rolling out its recently launched Neuron Pulse iOS App across hundreds of commercial aircraft and thousands of crewmember devices. The company is also testing Neuron Grid, an AI-powered network management solution in aviation.

Grid enables true hybrid connectivity, blending multiple providers and orbits (i.e. LEO, MEO and GEO) into one pipe for optimal efficiency and performance and is being used today in maritime.

“I see a day in the not-so-distant future when airlines are not worried about bandwidth speeds or quality of service—it just works—and we’re ready to support our airline customers on that journey,” concludes Moeller.