

PRODUCT: AUTO CONFIGURATION SERVER



# ACTIVATE AND MANAGE TR-069 DEVICES ON 4G LTE NETWORKS

**BREAK INTO THE RESIDENTIAL BROADBAND MARKET  
WITH YOUR LTE INFRASTRUCTURE**

## PRODUCT HIGHLIGHTS:

1

Simplify processes with scalable and centralized device activation and management

2

Enable zero-touch provisioning and activation over wireless access networks

3

Streamline troubleshooting with rich diagnostic functionality

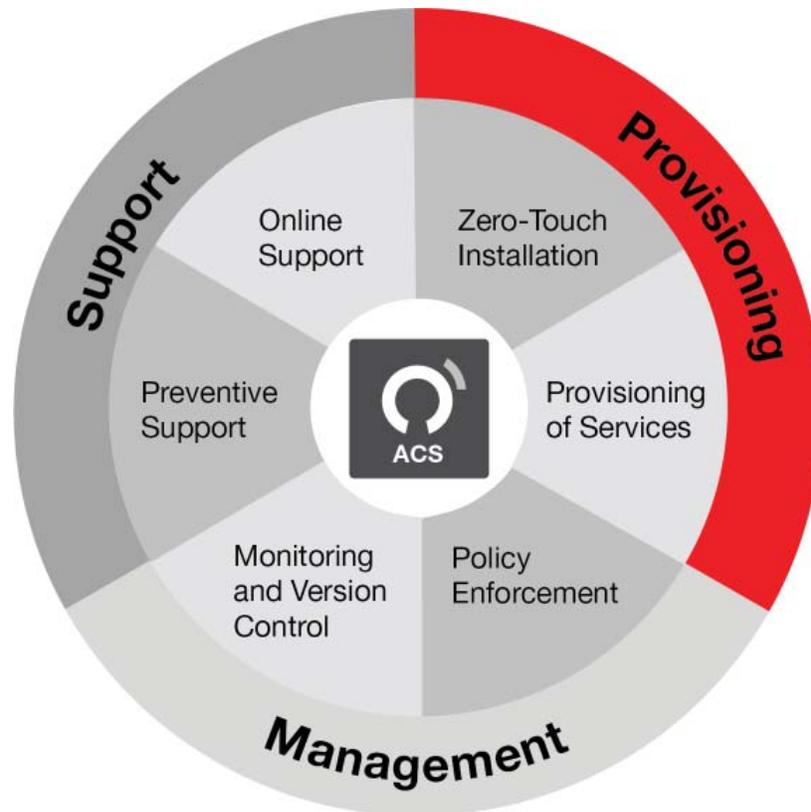
4

Enjoy flexible support for myriad devices from multiple vendors

5

Gain visibility into the home network through remote monitoring

# REACH BEYOND THE SUBSCRIBER GATEWAY TO ENHANCE QUALITY OF EXPERIENCE



*Auto Configuration Server is an end-to-end TR-069 solution that enables efficient device provisioning, management, and support.*

**Take advantage** of your existing LTE infrastructure by extending your service offerings into the residential broadband market. This market offers new revenue opportunities, but only if you can offer the same level of quality and customer support as your DSL and FTTx competitors. Does your existing OSS offer you the ability to remotely monitor customer devices, track trends, diagnose problems, and efficiently support customers facing radio quality issues?

Gain visibility beyond the home gateway and enhance the subscriber experience with Incognito Auto Configuration Server. This solution provides zero-touch activation and remote management of customer-premises equipment (CPE), allowing you to easily monitor and manage subscriber devices on a residential broadband network using your existing infrastructure.

Use Incognito Auto Configuration Server to gather actionable intelligence on your subscribers' quality of service — such as radio link quality — and map trends across the network with a range of configurable key performance indicators. This information and increased visibility makes troubleshooting easier for customer service representatives (CSRs), which in turn helps reduce customer service wait times.

Incognito Auto Configuration Server acts as the link between CPEs and customer service representatives (CSRs), support staff, back-office systems, and subscribers. It uses the power of TR-069 to accelerate the rollout of new residential broadband services like VoIP, data storage, and WiFi management. At the same time, the solution gives you the ability to remotely reboot devices or reset factory settings, change configuration files, automate provisioning, backup and restore, swap devices while still retaining subscriber configurations, and simplify mass firmware updates — all of which reduces the need for truck rolls and support calls, leading to lower operational costs.

This fast, scalable, and high performance TR-069 solution reduces support call volumes by giving your subscribers the opportunity to manage their own devices through a subscriber self-service portal. This might include setting parental controls on specific devices or time of day restrictions, updating WiFi passwords, or changing device parameters.

As a modular provisioning solution, Incognito Auto Configuration Server integrates easily with existing systems through a SOAP API. Take advantage of the residential broadband market today with simplified device monitoring and management for administrators, CSRs, and subscribers in one, central solution — Incognito Auto Configuration Server.



# AUTO CONFIGURATION SERVER DELIVERS

For mobile operators looking to branch out into the residential market using their existing LTE infrastructure, Incognito Auto Configuration Server leverages the power of TR-069 to help you improve customer care and reduce operational costs. From automating device provisioning to facilitating remote device management and offering increased visibility into a subscriber's home network, this solution improves quality of experience and meets the needs of network administrators, CSRs, and subscribers.

Incognito Auto Configuration Server seamlessly integrates with existing back office systems and databases for efficient device management and firmware updates. This scalable TR-069 solution can grow with you while maintaining a central point of management to minimize human errors and reduce support expenditure.

## Zero-touch Device Provisioning Through Flexible Integration

Centrally automate common tasks related to device discovery, notification, value changes, and specific device statuses without sacrificing performance. Incognito Auto Configuration Server comes out-of-box with a self-descriptive API that facilitates integration with existing OSS/BSS and northbound provisioning or monitoring systems. The integration centralizes the provisioning function, allowing you to efficiently fulfill service requests from order taking to activation while decreasing operational costs and ensuring best-in-class business processes.

Furthermore, integration with existing LDAP and SQL databases enables Incognito Auto Configuration Server to quickly and accurately provision subscriber devices by directly fetching subscriber attributes, removing the need to import subscriber details.

## Multiplay Service Rollout for New Services

Auto Configuration Server leverages the power of the TR-069 suite of protocols to enable you to offer more embedded services such as WiFi management, parental control, VoIP, and storage. Monetize these services and reduce time-to-market with an open-standard, end-to-end TR-069 solution that facilitates service packaging and add-ons, service activation, and subscriber device provisioning.

## Real-time Diagnostics and Monitoring

Reduce truck rolls and call center costs while improving the subscriber experience through the ability to remotely monitor, update, and troubleshoot devices. Subscribers who need device replacements will experience minimized disruptions to their routines because the latest backup of their parameters can be loaded onto replacement devices. Furthermore, CSRs will be able to resolve problems faster with rich diagnostic capabilities to diagnose issues and dynamically configure devices for updates or to match end-user needs. Incognito Auto Configuration Server offers

extensive per subscriber device reporting features, allowing the engineering team to gather service quality trends and measure key performance indicators.

## Firmware and Device Management

Through the creation of criteria-based device groups, you can easily and remotely initiate bulk operations such as firmware updates, client reboots, or parameter changes to subscriber devices. In addition to managing devices in bulk, you can drill down to specific home gateways to view the devices behind the gateway, find all associated parameters, view the operations history, and more. You can also manage access by unknown devices or non-paying subscribers with walled garden functionality and organize customers with user-definable profiles, group profiles, or data model parameters.

## Subscriber Home WiFi Self-Management

Empower your subscribers by providing a portal that allows them to make simple networking changes, update passwords, or set up devices without contacting a CSR. The portal can even provide easy-to-understand home WiFi diagnostics that help subscribers better understand their own network. Ultimately, self-management not only gives a subscriber greater visibility and control over their own home WiFi network, but it also helps reduce support and troubleshooting costs.

## Reliability and Scalability

Auto Configuration Server does not depend on external application services and will scale linearly to your growth without affecting performance. The solution is built on a distributed architecture that maximizes uptime and minimizes service disruptions, allowing you to ensure subscriber satisfaction. Acquire a full range of functionality without compromising scalability with this architecture that supports network growth. Verify TR-069 readiness and ensure device compatibility with the free TR-069 Open Interop Program.

# THE INCOGNITO SOFTWARE PHILOSOPHY

Broadband service providers worldwide use Incognito software products to solve their device provisioning, network intelligence, resource management, and service activation challenges. In addition to helping you increase operational efficiency and monetize IP-based services, Incognito also delivers:

## **Flexible and Modular Software.**

Get software that fits your needs, not the other way around. Our extensive API toolkits ensure that you can easily integrate any Incognito product into your existing systems.

## **Customer-Centric Solutions.**

Be heard. We listen to and take your suggestions seriously. That's why 80% of new product features are a direct result of customer feedback.

## **24/7 Support.**

Access us 24/7. Our support team is here to help and always available to answer your questions. You are our number one priority.



## **Ensure your devices are TR-069 compatible.**

Discover whether your devices are TR-069 ready and check compatibility with Auto Configuration Server through the free TR-069 Open Interop Program at [www.incognito.com/interop/](http://www.incognito.com/interop/).