


# BROADBAND COMMAND CENTER

**REDUCE SUPPORT COSTS AND  
LAUNCH NEW SERVICES WITH FAST  
DEVICE PROVISIONING**

## Benefits:

- 1.** Stable provisioning system that improved uptime and reduced support calls by more than 50%
- 2.** Network agnostic solution with SIP support that enabled service expansion
- 3.** Automated device provisioning that reduced manual processes and human errors
- 4.** Smooth migration process from legacy system coupled with ongoing support



## TELCO EXPANDS OFFERINGS WHILE REDUCING SUPPORT CALLS BY 50% BY MIGRATING TO AUTOMATED PROVISIONING SOLUTION

### The Challenge

A regional U.S. telecommunications provider was eager to expand service offerings to include voice provisioning using SIP. The provider's legacy provisioning system was slow and required many manual processes, resulting in an unacceptable amount of downtime for subscribers.

The provider wanted a new device provisioning solution that was both reliable and could facilitate the roll-out of new services. Specifically, the solution needed to:

- Assure service availability and redundancy
- Automate processes to reduce the possibility of human error and streamline workflows
- Scale for future subscriber and service offering expansions
- Offer a smooth migration with minimal disruption to existing subscribers

This service provider already delivered services over different types of access networks including DSL, HFC, FTTx, and therefore needed to work with a network-agnostic vendor.

### The Solution

Broadband Command Center from Incognito Software offered the operator reliable device provisioning and the ability to expand service offerings. This network-agnostic solution offers support for the widest array of SIP-based devices of any provisioning product on the market and also supports converged devices and IPv6, allowing the provider ample room for expansions in the future.

### Reliable and Accurate

Calls to the operator's support center more than halved thanks to the solution's high service availability made possible by 1:1 primary to secondary DHCP deployment. Flexible, high-availability configurations are available for all network types to provide failover. At the same time, integration with existing OSS ensures that Broadband Command Center pulls accurate information from your back office to deliver the right service to each subscriber.

### Simplified and Automated Provisioning

Broadband Command Center decreases manual tasks by offering automated configuration file generation and web-based management tools. This removes the need to track large volumes of static files and improves analytics. Using this solution, the operator was able to quickly deploy new services, including voice provisioning over SIP devices and streamline operational workflows.

### Secure and Scalable Solution

This solution supports network expansion and is configurable to support millions of subscriber devices. As a result, the provider was able to easily roll out new service offerings without risking slow provisioning. Broadband Command Center also keeps configuration data safe through the use of secure log-ins, encryption and different access privileges for different user types.

### Experienced and Easy Migration

The Incognito Software team have migrated hundreds of customers to Broadband Command Center and were familiar with the operator's legacy system. As a result, the migration went smoothly with minimal disruption to subscribers. Ongoing support and contact has given the operator confidence to expand the solution across other departments and is now looking at a TR-069 provisioning solution from Incognito.

# 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 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.



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