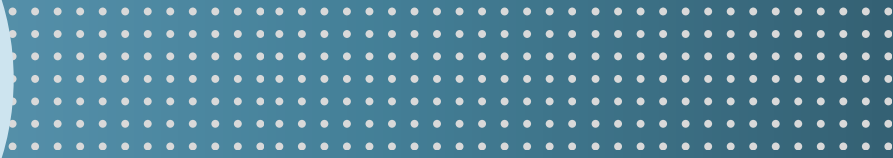




Solution Overview

Automated Converged Access
Service and Device Management



Overview

Innovative OSS solutions for broadband service and device management

Global service providers continue to face operational challenges when dealing with network systems that don't scale and have limited functionality, along with manual and siloed processes that impact the ability to add new network technologies and capabilities quickly. This is further complicated by the introduction and growth of new access technologies, such as fibre and fixed wireless access (4G LTE, 5G), to capture new markets. Network systems are multi-vendor and growing in complexity with difficult learning curves for network operations professionals. The pressure is mounting as service providers race to capitalize on their network investments.

Incognito Software Systems addresses these challenges with automated OSS solutions, spanning device management, service orchestration, and network analytics, designed to elevate the customer broadband experience, reduce operational costs, and introduce innovative services. Incognito has over 200 customers worldwide, including America Movil, Cox, Digicel, Globe Telecom, and Orange, leveraging its solutions to transform their operations and maximize the value of their broadband networks today and into the future.

Incognito offers feature-rich solutions backed by constant innovation and a flexible commercial model that fits your business needs. These solutions are designed to help service providers get up and running quickly and focus on expanding their business. Additionally, with Incognito's vendor-agnostic approach, which supports any service across any network access technology, service providers can take advantage of new capabilities while avoiding operational disruptions. With over 30 years of experience, Incognito stands out as a leader in delivering automated broadband OSS solutions through its distinctive approach and deep industry knowledge.

Why Incognito Software Systems?

- **Proven** – widely deployed solutions live in mission-critical telco environments around the globe.
- **Converged access** – support for multiple access technologies and new business models (i.e. wholesale).
- **Scalable innovation** – Incognito's out-of-the-box, feature-rich solutions are designed to help operators of all sizes achieve success. With a constant focus on innovation, Incognito ensures that every operator can leverage the latest OSS tools to their advantage.

2023 Industry Recognition

Gartner

Incognito Software Systems has been included in the 2023 Gartner Market Guide for CSP Service Design and Orchestration Solutions (SD&O). The report underscores our commitment to delivering advanced tools that streamline operations and optimize service delivery, with a focus on service design, fulfillment, and orchestration,



Telco Republic has named Incognito Software Systems a niche innovator in its 2023 Disrupter Quintant report on Next-generation Telecom Operations and Business Support Systems (NG-TOBS). The report highlights our customer partnerships, no-code approach to service provisioning, and use of open APIs for integration.

The Connected Home

Strategies for delivering an outstanding broadband experience and services

According to recent Omdia research, broadband speed is no longer sufficient to win new customers. Global broadband speeds have increased by over 500% in the last five years, but broadband ARPU has fallen by 25%. Service providers need to shift focus to service quality and value-added services. Global operators are pressed with challenges in the consumer segment:

- Ensuring fast, reliable connectivity that meets subscriber quality of experience expectations is difficult. In fact, 37% of service providers struggle with Wi-Fi diagnostics and performance management.
- Making it easy for customers to use new devices without hassle is another concern. Nearly half (48%) of service providers are focusing on introducing new services seamlessly, with 30% hoping to enable their customers to self-install new devices.
- There's a growing demand for internet bandwidth due to the rise of online applications, the number of connected devices in the home network, and the continuing trend of remote work.
- It takes too long, usually 12 to 18 months, to make new products available for home networks, which negatively impacts innovation and customer satisfaction.

To overcome these hurdles, a new device management infrastructure and ecosystem approach is needed to ensure superior network performance of in-home connectivity. **Incognito's Digital Experience (DX) Solution** enables service providers to quickly introduce value-added services to consumers, like Wi-Fi optimization, service prioritization based on traffic and applications, network security, IoT, and more. The solution offers a unified architecture for TR-369 and TR-069 device management, coupled with a standards-based approach to integrate with application and equipment vendors. With Incognito, service providers can enhance performance for connected home environments and deliver new revenue-generating offerings.

Why Incognito for Connected Home Management?



Incognito's future-proofed device management architecture supports the transition to TR-369 USP while also supporting TR-069 ACS. DX also provides multi-tenancy support, critical for B2B service delivery and wholesale open-access network models.



Incognito's DX Self-care Widgets help service providers enhance customer-facing apps and web portals with in-home Wi-Fi management tools. Incognito's value-added module, KPI Analytics, provides easy integration via Kafka to the big data platform of your choice.



Incognito's solution extends beyond CPE management, providing the ability to automate access network configuration and monitoring (ex. FWA or FTTx ONT/ONU provisioning to enable IPTV and VoIP).



Legacy devices can pose challenges for service providers, but with Incognito's DX Solution offering TR-098 support, you can optimize your current network and device investments.

Next-Generation Device Management

Unified device management and telemetry to enhance the digital experience and support the launch of connected services

Solution highlights:

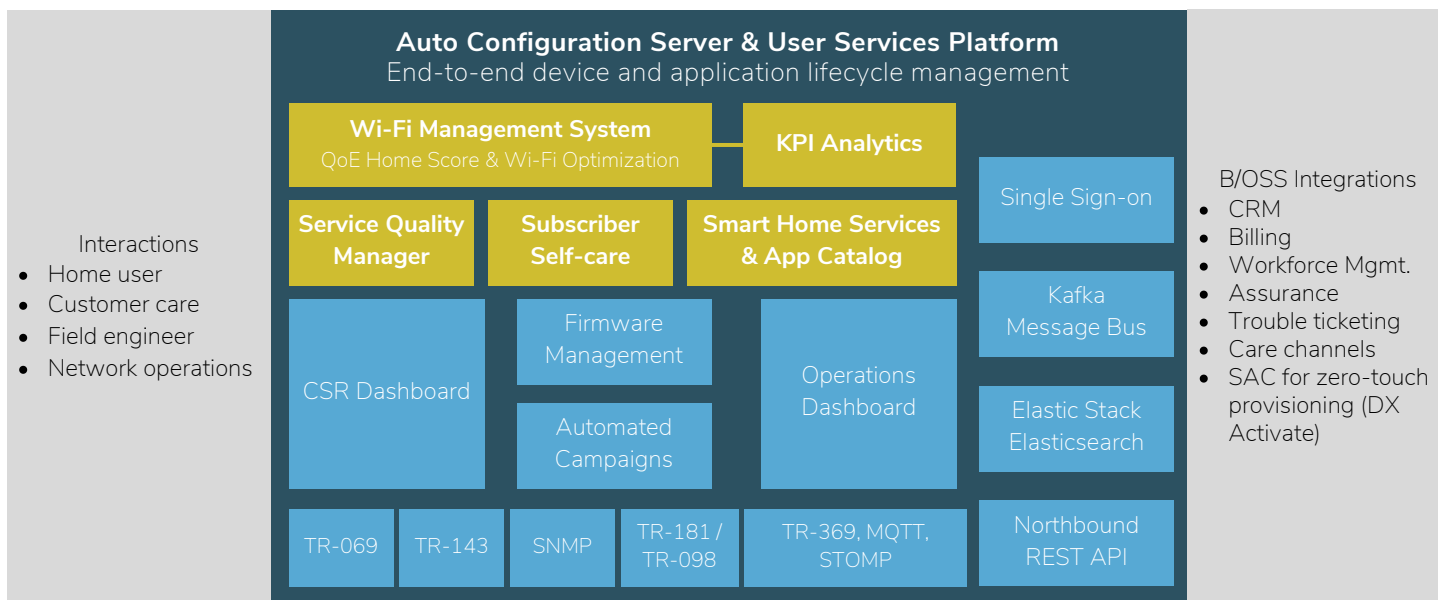
- Unified approach to device management supported by a hybrid architecture of ACS (TR-069, SNMP, MQTT) and USP (TR-369).
- Robust real-time network monitoring and device alerts, KPI dashboards, and notifications provide insights into the in-home Wi-Fi performance.
- Intuitive CSR dashboards help improve first-call resolution rates, shorten average call handling times, and reduce training requirements.
- Proactively troubleshoot and resolve connectivity issues with network diagnostics.
- Monetize connected home services by deploying and managing virtual applications with Incognito's TR-369 USP controller.
- Exclusive self-care widgets easily integrate into existing customer portals or applications to meet all customer care needs.
- Wi-Fi Home Score featuring an all-inclusive view of patterns and predictions for TR-069/TR-369 devices and optimized channel selection to avoid congestion/interference.
- Multi-tenancy allows multiple users to access the platform concurrently with distributed campaigns to help reduce network load.

Incognito's **Digital Experience (DX) solution** equips operators with a next-generation remote device management platform. It drives quality of experience and facilitates the launch of new connected services with uber-scaling capabilities, enhanced analytics, and a unified approach to manage networks and devices with TR-069 ACS and TR-369 USP support.

DX SaaS: Cloud-based ACS

Incognito's DX solution supports various deployment options, including on-prem and cloud-based, to meet the demands of any service provider. With DX SaaS, operators can take advantage of a cloud-based, full-scale ACS platform to remotely monitor and manage devices in a lightweight, cost-effective model.

Visit Incognito's website to learn more about our solution



● Value-added modules

Incognito's Automated OSS Suite

Powering broadband service agility and innovation



Productized offerings

Incognito's productized approach offers a time-to-market advantage of weeks versus months or years.



Ease of integration

Non-disruptive with legacy back-office systems while also offering an extensive adaptor library.



Flexible commercial models

Whether you opt for the cloud or stay on-premise, we are committed to meeting your business and operational requirements.



Streamline your operations with expert deployment

Focus on scaling your business and increasing your subscriber base, leaving the complexities of managing your operations to our experienced team.



Reduce costs

Incognito's solutions help reduce operational costs and improve efficiency, allowing you to allocate resources toward increasing market share and revenue.

Elevate your Network Operations with Incognito's OSS Solutions

Incognito enables service providers to transform operations and create new possibilities around fibre, fixed wireless 5G and 4G LTE, and beyond with additional OSS solutions including:

DDI – DHCP, DNS, IPAM

A carrier-grade, fully integrated DDI platform that delivers simplified IP request fulfillment, comprehensive reporting, and swift service activation across fibre, mobile, or FWA networks.

Service Activation Center

A cloud-ready platform that automates service activation and provisioning processes across multiple access domains to reduce IT costs, facilitate services rollout, and improve the subscriber experience.

Network Monetization and Analytics Platform

A full-featured, multi-perspective analytics solution that provides real-time standards-based IPDR/IPFIX data collection, a holistic view of network activity, and the ability to optimize networks and services using automation.

ABOUT INCOGNITO

Incognito Software Systems provides service orchestration software and services that help digital service providers manage the next-generation broadband experience. Founded over 30 years ago, Incognito has over 200 customers worldwide leveraging its solutions to fast-track the introduction of innovative broadband services over fibre and 5G fixed wireless access technologies while delivering a great customer experience. Incognito is a Lumine Group company (TSXV: LMN).



www.incognito.com