

Solution: Digital Home Experience
Product: Incognito Auto Configuration Server

Manage the full lifecycle of broadband services

Improve subscriber QoE with better service quality and device management

Auto Configuration Server benefits:

1. Boost customer care with proactive monitoring, increased visibility, and faster issue resolution
2. Make data-driven improvements with data collection and per-subscriber insights
3. Lower OPEX with remote management and subscriber care
4. Accelerate revenue growth with the mass deployment of new broadband, WiFi, and IoT services over LTE, vDSL, aDSL, and FTTx



Embrace the next generation of revenue-generating services

Subscribers today want richer services, faster access, and inevitably, lower prices. For service providers, this leads to a network capacity crunch that can seriously affect service assurance, quality of experience (QoE), and customer loyalty — not to mention profit margins.

How can you optimize your returns in this kind of competitive environment?

Future-proof your network infrastructure

Prepare for the next generation of broadband services, IoT and M2M networking, and wireless services. Incognito Auto Configuration Server moves beyond simple device management to streamline the entire lifecycle of broadband services, from product and marketing alignment to device deployment and ongoing support.

Regardless of the network you deliver services over, you will be able to monitor and interact with a wide range of

customer-premises devices in real-time. Incognito Auto Configuration Server is vendor and network-agnostic, based on industry standards including TR-069, SNMP, and various IoT protocols.

With automated processes, visibility into the customer premises network, and rich diagnostics and data collection, Incognito Auto Configuration Server provides a central hub for subscriber QoE management, service quality management, and device management. This makes it easier to fast-track new residential and commercial revenue-generating services such as IoT, M2M, managed WiFi and optimization, and prepaid services.

It all adds up to a more fulfilling customer experience without escalating costs. Embrace end-to-end service lifecycle management for cable, DSL, WiFi, LTE, and fiber, and create a true plug-and-play experience that exceeds subscriber expectations.

Key capabilities

Reduce OPEX with remote management capabilities

Dramatically reduce your reliance on OPEX-heavy truck rolls with a network-agnostic remote management platform. Perform troubleshooting, analysis, and modify device parameters without ever visiting the customer premises.

Enhance QoE with proactive and reactive service assurance

Gain enhanced visibility into the customer premises network to enable faster problem resolution, distinguish between issues inside and outside the customer premises, and reduce the need for truck rolls for common issues such as WiFi interference. At the same time, proactively manage subscriber quality of service (QoS) issues with remote device monitoring and network-wide key performance indicators (KPIs).

Lower integration costs with open APIs

Flexibly integrate with existing OSS/BSS platforms to maintain your existing back-end investments using the solution's open APIs and northbound interface.

Maintain reliability with simplified firmware and device management

Incognito Auto Configuration Server naturally integrates with the Incognito Firmware Management solution to simplify mass updates with scheduled service windows that reduce the risk of downtime for customers. Protect subscribers from security risks and device issues by ensuring that their devices always have the latest firmware and correct configurations.

Key capabilities

Utilize data analytics for smarter planning and targeted marketing

Leverage the data on your network with real-time reporting on a per-device and network-wide basis. Big Data collection enables you to understand your subscriber usage habits, improve service quality, and even create more targeted marketing and sales strategies for the future.

Accelerate mobile, IoT, and M2M service deployment

Reduce time-to-market for new revenue-generating broadband services with the simplified mass deployment and automatic provisioning of customer premises equipment. Incognito enables the fast-tracking of IoT and M2M initiatives, as well as the provisioning and management of revenue-generating smart home services, managed WiFi, VoIP, IPTV, data storage, and other services.

About Incognito Digital Home Experience solution

The Incognito Digital Home Experience solution uniquely empowers CSR personnel and the home network residential user to proactively troubleshoot and resolve home network experience technical issues. It decreases the time it takes to resolve customer calls to the help desk by improving first call resolution rate with better digital home and device insights, reduces operational costs with less truck rolls, and improves customer satisfaction with ongoing service quality management and real-time KPIs. The solution comprises Incognito Auto Configuration Server, SmartCSR, Subscriber Self-Care Portal, Service Quality Manager, and Key Performance Indicator Dashboard.

About Incognito

Incognito Software Systems Inc. provides software and services solutions to help global service providers manage and monetize broadband services. Over 300 customers worldwide, including Cox, Claro, Globe, Foxtel, and SingTel, leverage Incognito solutions to fast-track the introduction of innovative broadband services over fiber, LTE, and cable technologies, while delivering a great customer experience. The company is a division of the Volaris Group, an operating group of Toronto-based Constellation Software Inc.

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