

A circular inset image showing a woman with brown hair, wearing a light blue button-down shirt, looking down at a laptop in a bright, modern office setting.

**Solution:** Digital Home Experience  
**Application:** Fixed 4G Residential Broadband

# Activate and manage TR-069 devices on 4G LTE networks

Offer fixed 4G residential broadband services and remotely manage customer premises devices.

Digital Home Experience solution benefits:

1. Simplify processes with scalable and centralized device activation and management
2. Enable zero-touch provisioning and activation over fixed 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

Take advantage of 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 cable, DSL, and FTTx competitors. This means having the ability to remotely monitor and manage customer devices, track trends, diagnose home network problems, and support customers facing radio quality issues.

The cornerstone of the Incognito Digital Home Experience solution is a TR-069 compliant Auto Configuration Server, which provides zero-touch activation and remote management of customer-premises equipment (CPE) allowing you to easily monitor and manage subscriber devices on a residential fixed LTE broadband network.

The Incognito solution gathers actionable intelligence on your subscribers' home network quality of service — such as radio link quality — and maps 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 call handling times and boost successful first-call resolution.

The Incognito Auto Configuration Server functions as the link between CPEs and customer service representatives (CSRs), support staff, back-office systems, and subscribers. It leverages TR-069 protocol to accelerate the rollout of new residential broadband services like VoIP, data storage, and WiFi management by supporting functions such as:

- Remote device reboot
- Reset factory settings
- Change configuration files
- Automate provisioning
- Backup and restore
- Swap devices while retaining subscriber configurations
- Simplify mass firmware updates

Easily integrate with existing systems through a SOAP API and take advantage of the residential broadband market today with simplified device monitoring and management for administrators, CSRs, and subscribers in one central solution.

## Incognito Digital Home Experience delivers:

For mobile operators looking to extend into the residential market using their existing LTE network, Incognito 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, the Incognito Digital Home Experience solution improves quality of experience and meets the needs of network administrators, CSRs, and subscribers. The solution seamlessly integrates with existing back office systems and databases for efficient device management and firmware updates. This scalable solution leverages the TR-069 specification to grow with your business while maintaining a central point of management that minimizes human errors and reduces 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. The Incognito solution offers self-descriptive APIs that facilitates integration with existing OSS/BSS and northbound provisioning or monitoring systems. This 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 the Incognito solution to quickly and accurately provision subscriber devices by directly fetching subscriber attributes, removing the need to import subscriber details.

# Digital Home Experience delivers continued:

## Multiplay service rollout for new services

The Digital Home Experience solution 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 addons, 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 leverages the power of its Auto Configuration Server product to offer extensive per-subscriber device reporting features, allowing the engineering team to gather service quality trends and measure key performance indicators (KPIs).

## 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.

## Reliability and scalability

The Incognito solution 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 Incognito's free TR-069 Open Interop Program.

## 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.