incognito ®

SOLUTION: FTTx SERVICE ORCHESTRATION AND FULFILLMENT

END-TO-END FTTx SERVICE AND DEVICE ACTIVATION

CUT TIME AND COST FOR ORCHESTRATING, FULFILLING AND MONETIZING QUAD-PLAY SERVICES

SOLUTION HIGHLIGHTS:

1

Manage the subscriber experience with performance monitoring and insightful support

2

Reduce operational costs associated with service delivery and device activation

3

Simplify the integration between your back office and fiber network

4

Activate, provision, and manage CPE regardless of device model

HASTEN FTTx SERVICE TIME-TO-MARKET

Without a doubt, the rising demand for high-bandwidth video streaming services and P2P video communication have more than justified the need for ultra-fast broadband access. FTTx is the leading solution, but operators must have systems in place that helps them profitably enable devices, manage services, and monitor bandwidth.

Whether you are building a pure fiber network or working with multiple access technologies, the End-to-End FTTx Service Provisioning solution from Incognito helps you reduce time-to-market and CAPEX. A modular solution, it aligns with legacy back office systems without disrupting existing processes, or deploys as a complete yet customizable solution for greenfield providers. Once implemented, it reduces OPEX by streamlining service fulfillment and service assurance.

FOR CONVERGED PROVIDERS:
As the systems required to support FTTx services are added, the back office processes and internal teams often become increasingly disjointed. These complications not only lengthen time-to-market, they create inherent inefficiencies also drive up OPEX. Let Incognito help you simplify the integration between B/OSS and the fiber network.

FOR GREENFIELD DEPLOYMENTS:
Building a complete network from the ground up, the challenge of identifying all the system pieces that fit together cohesively often delays deployment. Let Incognito do the heavy lifting for you with an end-to-end service fulfillment and device activation solution.

KEY CAPABILITIES:

Multiplay Service Fulfilment
Reduce time-to-market for new revenue opportunities with the automated activation and provisioning of advanced IP services, wireless services, and commercial services. You can rapidly configure and deploy sophisticated packages based on a combination of geography, network equipment, and customer premises equipment while ensuring adherence to your business processes.

Device Configuration and Management
Regardless of how well the backbone and B/OSS is built, the subscriber experience is intimately tied to the CPE. It all starts with standardized configurations for each device model which in turn leads to zero-touch installation. Subscribers can quickly receive their subscribed services. To ensure that QoE remains high throughout the subscriber's lifecycle, remote management capabilities allow service providers to keep CPE up to date and issue free.

Real-time Diagnostics and Monitoring
One of the key factors of success for broadband services is ensuring consistent subscriber support and quality of service on both a per subscriber basis and on a network basis. To help you deliver consistently great service performance and make infrastructure plans, this solution enriches network engineering with service quality metrics at various points in the home and macro network. If issues do arise, they can be resolved within a single call through smart CSR interfaces that walk customer service representatives through diagnostics, device histories, troubleshooting, and configuration settings.

Self-Service Capabilities
Nowadays, technically-savvy subscribers want control and convenience. Empower them with a self-service online portal, so they can manage their own services as well as their own network. Not only will they be able to purchase additional services or add-ons, they can also set up WiFi connectivity; perform basic diagnostics and troubleshooting; and modify certain wireless parameters.

Empowering your subscribers will lower your CSR call volume and save OPEX with reduced issue-resolution time. The Incognito multi-standard platform can be customized for different customer types depending on their technical skill level, and can be used to set such things as parental controls and access restrictions from an account level right down to specific devices on the subscriber's network.

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