SMARTRG

DEVICE MANAGER

SMART/RG®

forward thinking

Change Your Business
with TR-069 Management

20% improvement

in first call resolution

30% reduction

in call volume

50% increase

in support desk productivity

*Based on research conducted by Cisco Systems, Inc.

/ Device Manager by SmartRG

Device Manager by SmartRG is a robust TR-069 ACS management platform. Whether you are simply looking to manage firmware rollouts or integrate business systems to efficiently provide end-to-end provisioning of devices and subscribers, SmartRG's solutions meet service providers' needs. The Device Manager platform utilizes a secure cloud-based deployment designed to be repeatable and portable; so regardless of a broadband operator's geographical location or CPE management requirements, SmartRG scales with you. Reduce truck rolls, increase efficiency and discover new revenue streams with Device Manager by SmartRG.
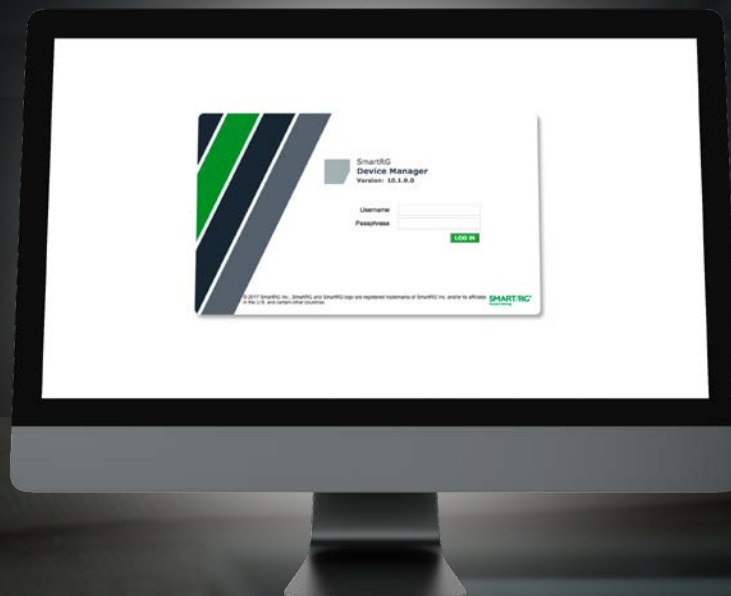
In an extremely competitive broadband marketplace, Device Manager by SmartRG is an essential platform for service providers. With a clear view of the home network, customer support is able to fix subscriber issues with remote troubleshooting, increasing first call resolution and decreasing the need for truck rolls. Using Device Manager's interactive reports engine to collect data from broadband and subscribers home networks, management can take advantage of rich data analytics to save costs, make effective business decisions and build in operational efficiencies.

Using this data, marketing teams can find additional revenue streams to help attract business through new or improved service offerings. With all of these benefits and features, Device Manager by SmartRG is the perfect platform for forward thinking broadband operators.
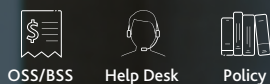
Benefits

- Reduce Truck Rolls

- Lower Operational Costs

- Reduce Churn

- Create New Revenue Streams

/ Device Management

OSS/BSS **Help Desk** **Policy**

TR-131

DM

TR-069

Broadband

TR-098 & TR-181

UDM™
Universal Device
Management

TR-104
VOIP Data
Model

TR-135
Set-Top Box
Data Model

TR-181
SmartRG
Powerline adapters

TR-140
Storage Data
Model

HOW DOES IT WORK?

- Device Manager by SmartRG is a TR-069 Automatic Configuration Server (ACS) designed for safe, secure management of Internet devices through a variety of standards defined by the Broadband Forum.
- Handle all stages of device management lifecycle including provisioning, firmware upgrades, WiFi and security configuration, execute bulk operations, generate reports, and much more.

WHAT CAN IT MANAGE?

- Residential gateways (xDSL, FTTH, DOCSIS)
- Subscribers
- Multi-device (STB, VoIP, Storage, UDM)
- Next-generation converged IP set-top boxes

"Alaska Communications has partnered with SmartRG for years. The SmartRG Device Manager is a key component in deployment and support of our Home and Business Internet service lines. It allows us to push template configurations to equipment located at our customers' premises. What once required a field technician visit, or a lengthy tech support call, can now be managed with the push of a button."
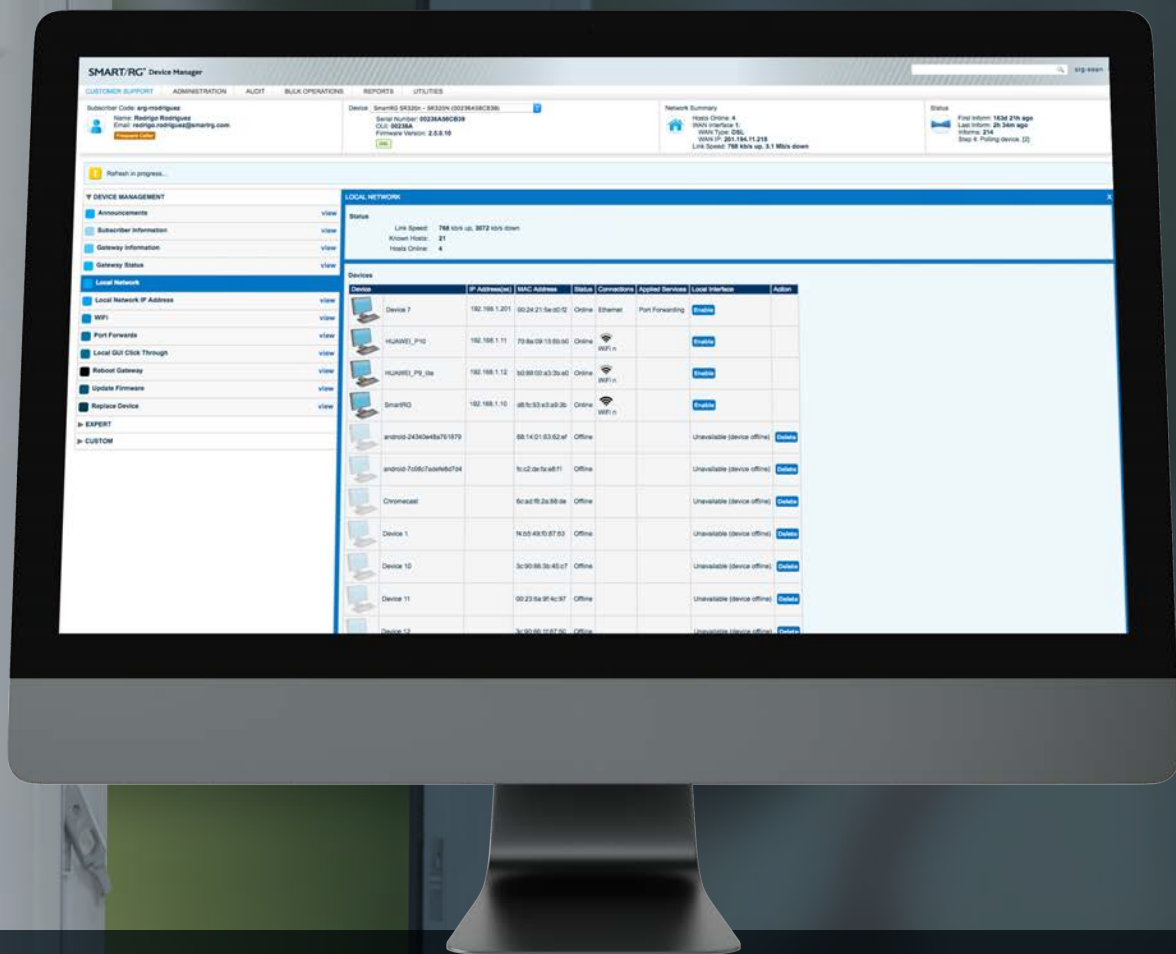
/ Operator & Subscriber Portal Access

OPERATOR PORTAL

- Standards-based device management
- Real-time diagnosis and troubleshooting
- Zero-touch provisioning
- Bulk operations
- RESTful API
- OSS/BSS and SSO integration
- Robust analytics and reporting
- Powerful SDK: standards-based scripting engine
- Captive portal
- Click through to Control Panel and CPE's Local GUI

SUBSCRIBER PORTAL

- Custom branding
- Cloud-based
- Managed WiFi
- Managed Firewall
- Port forwarding
- View and edit LAN hosts
- View LAN status
- View WiFi signal strength of devices
- View WiFi and/or Ethernet-connected devices
- Local GUI Click-through

/ Customize the Solution

PROFESSIONAL SERVICES

- Integration

- Device Interoperability

- Scripting

- Training

BRANDING

- Add your logo to the Operator and Subscriber Portals to enhance customer loyalty

RESIDENTIAL GATEWAYS

- All SmartRG gateways can be fully customized to your branding.

- Customize the logo on the front of the CPE enclosure.

- Customized CPE box labels, GUI, quick start guides and more available for an additonal fee.

Serving Broadband Operators Around the World

SmartRG Data Centers

/ Smart SaaS

SmartRG understands what broadband operators need to keep their businesses on the cutting edge and is passionate about delivering the best comprehensive solutions. Device Manager's easy-to-navigate user interface maximizes your investment in a remote management system.

Device Manager by SmartRG is easy to deploy across our scalable cloud-based infrastructure. Additionally, with full support for integration with open API architecture, service providers can take advantage of SmartRG's professional services to integrate OSS/BSS and customize the platform to meet their business needs.

/ Hosted Offerings

SMARTRG CLOUD

- Easy adoption, no maintenance required
- SaaS delivery from regional data centers
- Geo-redundant for DR/COOP
- Pay-as-you-grow pricing model
- 24/7 monitoring and alerts
- Fully maintained and supported by SmartRG

CUSTOMER CLOUD

- SaaS delivery from service provider NOC/data center
- Pay-as-you-grow pricing model
- Service provider managed infrastructure
- Application fully maintained & supported by SmartRG

SUPPORT

- North & South America, Caribbean and Latin America: 8am – 8pm EST, Monday through Friday, excludes holidays
- EMEA: 8am – 5pm GMT, Monday through Friday, excludes holidays
- 24 x 7 Global Support: Online portal access to SmartRG dedicated ticketing system

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