

About the Product

PBN's deviceCare is a modern cloud-native ACS software suite that supports flexible deployment architectures. Its automated device activation and service fulfillment feature helps operators reduce operational expenses, shorten device setup lead times, and increase customer satisfaction.

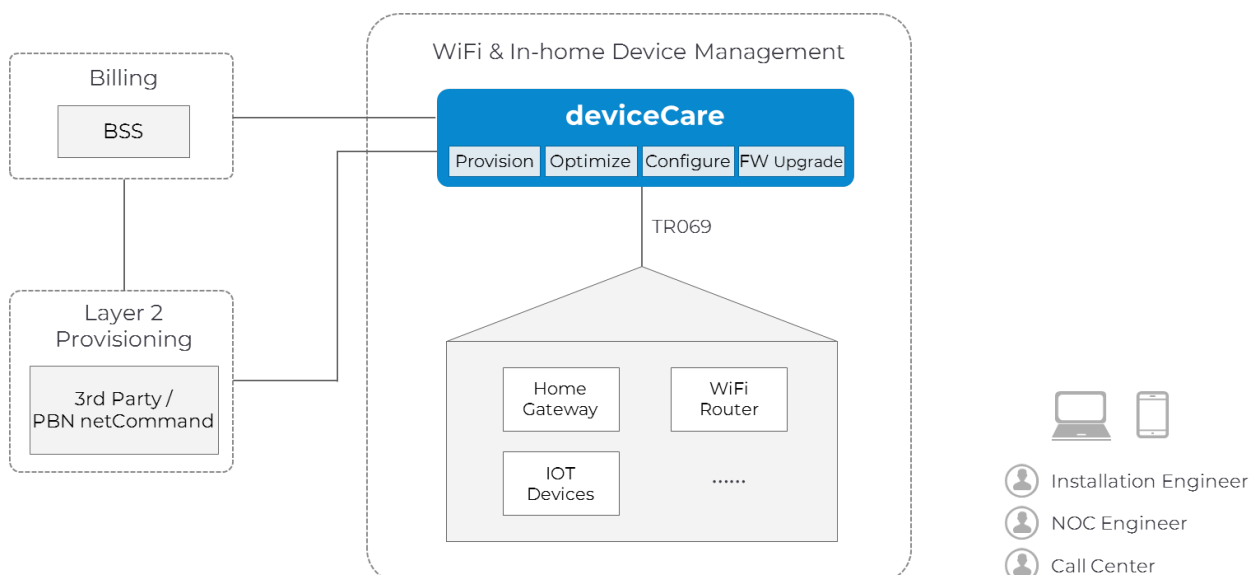
Based on the TR-069 standard, deviceCare is a vendor-agnostic solution that can manage and monitor devices on any network, including PON and DOCSIS. It enables operators to support customers remotely without needing on-site technicians. DeviceCare also offers flexible standard interfaces for seamless interaction with various operational systems within the service provider's infrastructure, enhancing overall efficiency and customer support.

Key Features and Functions

deviceCare is a standard based, and vendor agnostic solution based on TR069 standard. It can manage and monitor devices on any networks, such as PON, DOCSIS etc. It helps operator to support customer remotely without any on-site technician. deviceCare comes with flexible standard interfaces to interact with different operation systems within service provider.

- TR069 based auto-provisioning and monitoring
 - Support Wifi gateway SSID configuration, password config and reset remotely
 - WAN port configuration and management
- Diagnostics
 - PING and TRACERT feature for call centre staff to carry out real-time trouble-shooting
 - Remote unit reset, restart
- Software/firmware image management
 - Support remote firmware upgrade or restore to individual or bulk units
- Single sign on login support, such as LDAP
- Status and performance monitoring
 - Key performance index polling
 - Discover of adjacent APs, and interference checking based on RF channel level
 - Support multiple wifi standard, 802.11 b/g/a/ac/n
 - Unified view to display all key performance index. Easy for call centre to provide fast response to customer enquiry
 - Monitor gateway configuration, and restore remotely
 - Alarm and log management

System Diagram



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