

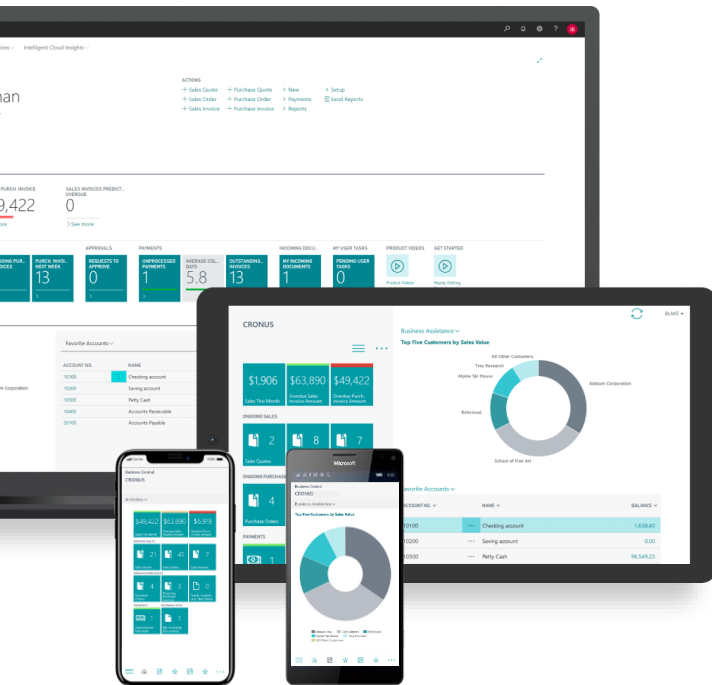


Service Management Platform

Intelligent broadband service management platform to support new services while increasing network efficiency, scalability, and reliability.

BILLING AND ACCOUNTING

End to end billing and subscriber management



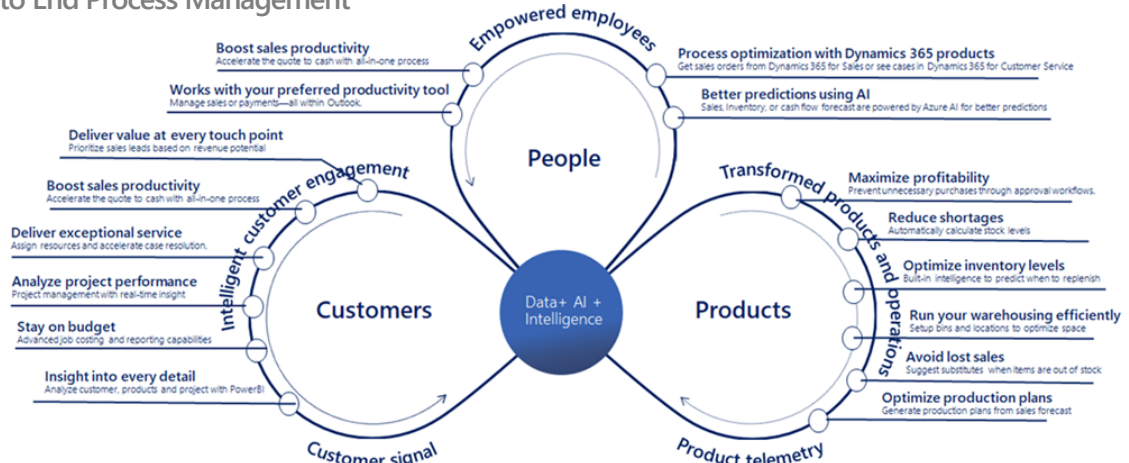
- **Service Rating** – Collect consumption data, calculate charging and billing and prorations and call rating on a recurring cycles for standard and nonstandard intervals.
- **Customer Receivables Management** – Produce bills to customers, process their payments and manage debt collection.
- **Financial Close and Reporting Compliance** - Accurate accounts receivable and payable with comprehensive reporting and analytics.
- **Inventory Management** - Predict the optimal time to replenish stock with built-in intelligence. Use sales forecasts and expected stock-outs to automatically create purchase orders.
- **Project Management** - Create, manage, and track customer projects using timesheets along with advanced job costing and reporting capabilities. Develop, modify, and control budgets to ensure project profitability.

 Financial management	Account receivables/ payables	Bank reconciliation	Fixed asset management	Month/Year end closing
 Sales & service management	Quote generation	Contact management	Sales invoicing	Payment processing
 Project management	Capacity planning	Budgets and estimates	Job and process costing	Resource management
 Supply chain management	Inventory and Purchasing control	Shipment and distribution	Returns and cancellations	Procurement and vendor management
 Operations management	Forecasting	Production planning	Manufacturing capacity	Warehouse management
 Reporting & analytics	Customer insights	Self-serve reports	Interactive dashboards	Built-in intelligence

See more at www.etisoftware.com

FULLY INTEGRATED SOLUTION

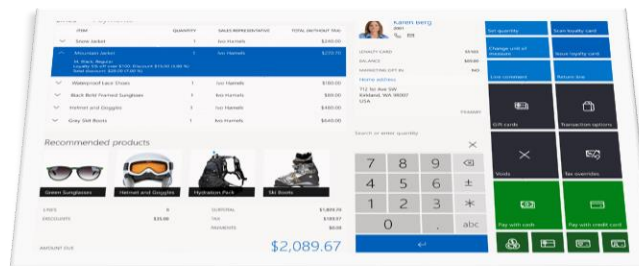
End to End Process Management



POINT OF SALE

End to End Process Management

- **Deliver a seamless, unified shopping experience** - connecting digital, in-store, and back office operations on an omnichannel commerce platform.
- **Offer consistent, frictionless engagement across online and offline channels.** Let customers decide when, how, and where they want to purchase—on any device.
- **Get a 360-degree view of your customer by adding Dynamics 365 Customer Insights.** Connect physical and digital storefronts into a single view of transactions, observational data, and behavioral data.



AUTOMATED PROVISIONING

Proven end to end device management and service provisioning

- **Vision360 OSS** – Zero-touch provisioning for FTTH, Voice, Video and network technologies; Proven management tools for devices from hundreds of manufacturers.
- **Beamfly** - Carrier-class TR-069 ACS solution For FTTH, Cable, Satellite, DSL, NGN, VoIP, IPTV, 4G LTE, and 5G fixed wireless solutions.
- **IoT Platform** – Manage devices on IoT platforms that support SOAP 2.0 or RESTful interface; Manage and monetize services on those devices for your customers.

NOKIA

mobily_

Calix

ARRIS

ZYSXEL
Your Networking AllyJUNIPER
NETWORKS

MINERVA



ALIANZA

SYNACOR

tp-link

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ERICSSON

evolution
DIGITAL

ADIRAN

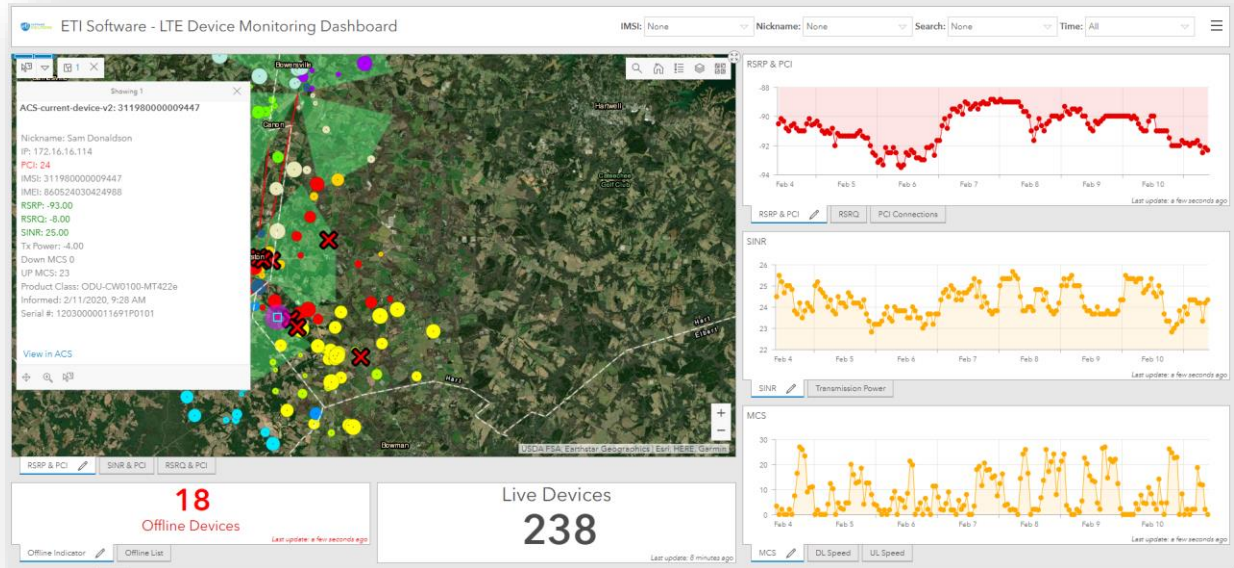
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DEVICE AND NETWORK MONITORING

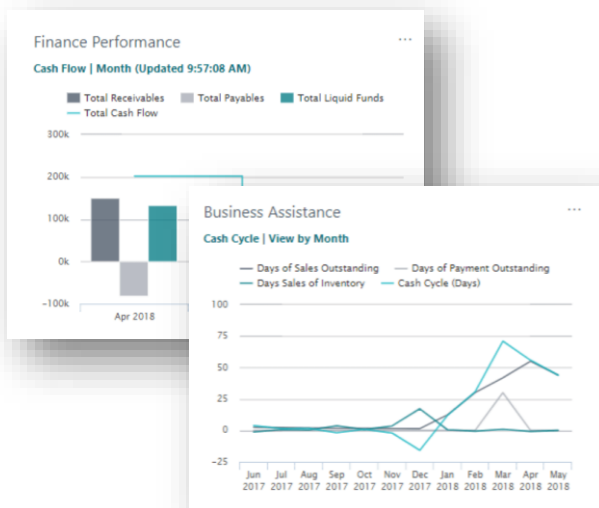
Proactive and predictive service model to transform your costly break-fix model



- **Data Collection, Analytics and Events (DCAE)** – Protocol based alarms and alerts via SNMP, TR-069, OpenFlow, OpenAPI, and optional NMS integrations.
- **Automated Cases and Work Orders**– Address issues faster by remotely monitoring devices and keeping customers in the loop.
- **Active Service Assurance Tools** – Network diagnostics (ping, speed testing, and trace route) combined with connectivity and data flow metrics are available in real time - helping staff to determine what is wrong and bring the right resources to resolve issues.

BUSINESS ANALYTICS

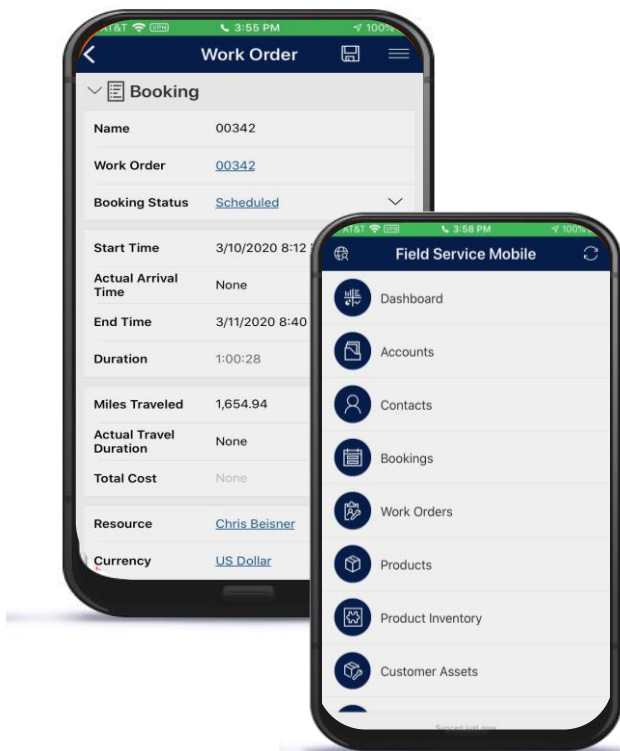
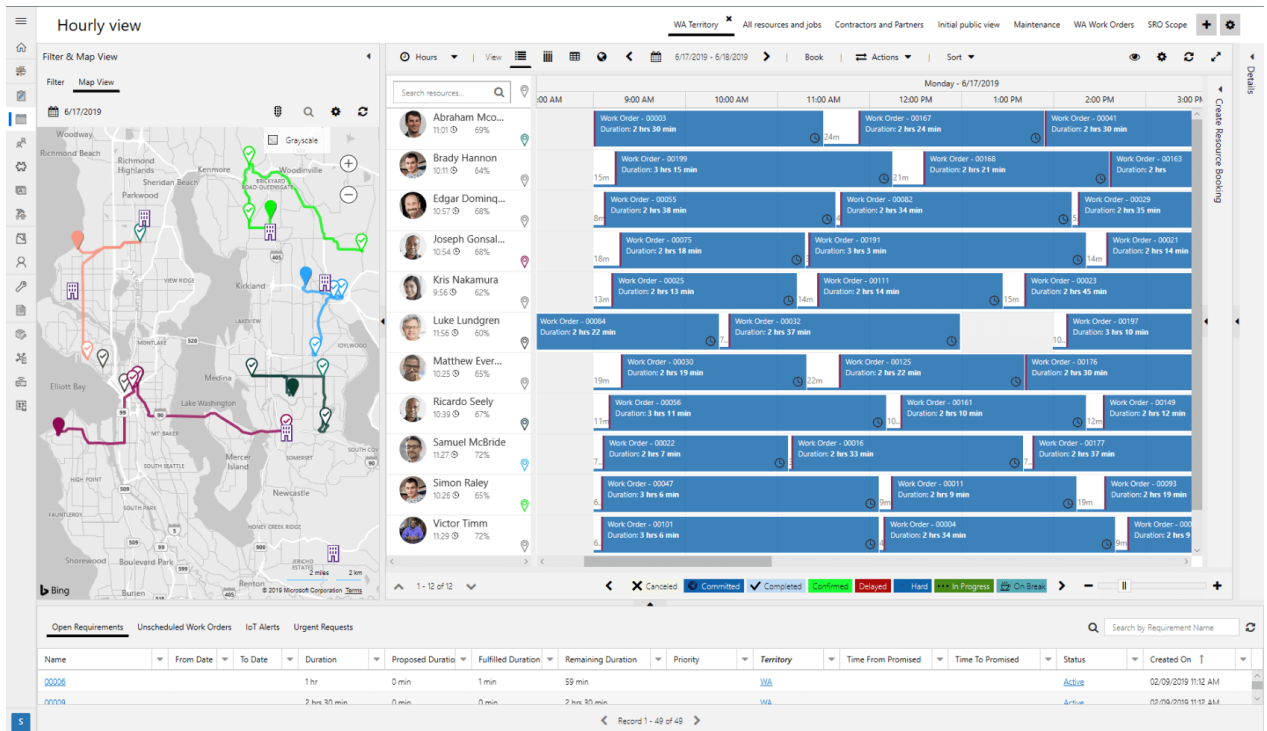
Comprehensive reporting options help you turn data into opportunity



- **Dashboards and Charting** – Visualize data and share insights across your teams.
- **Ad-hoc Reports** – Filter any list of data or link any related data in the database and export it to CSV or Excel files in a few clicks with no specialized skills.
- **Formal Report Wizard** – Quickly and easily create reports with charts, tables and drill-down capabilities.
- **Synapse Data Warehouse** – Azure Synapse is a limitless analytics service that brings together enterprise data warehousing and Big Data analytics. It gives you the freedom to query data on your terms, using either serverless on-demand or provisioned resources

FIELD SERVICE MANAGEMENT

Proactive field engagement that transforms the speed and quality of issues resolution.

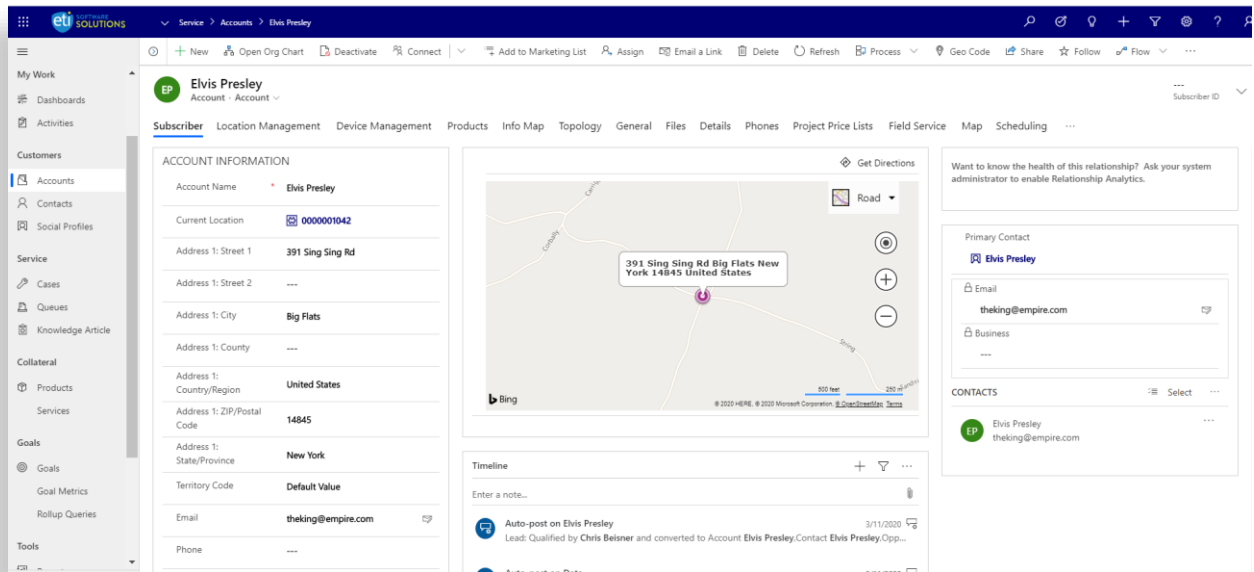


MOBILE FIELD SERVICE APP

- **Intelligent planning:** Real-time visibility and insights for proactive field service that enhances service experience by detecting and diagnosing issues in advance - dispatching a technician only if needed.
- **Intelligent Dispatch Tools** – Device telemetry and service maintenance data to make intelligent decisions around dispatching teams with the right expertise, availability, and proximity to the job.
- **Multi-Channel Escalation and Notification** – E-mail, SMS, phone, and app alerts to engage resources in real time.

CUSTOMER SERVICE

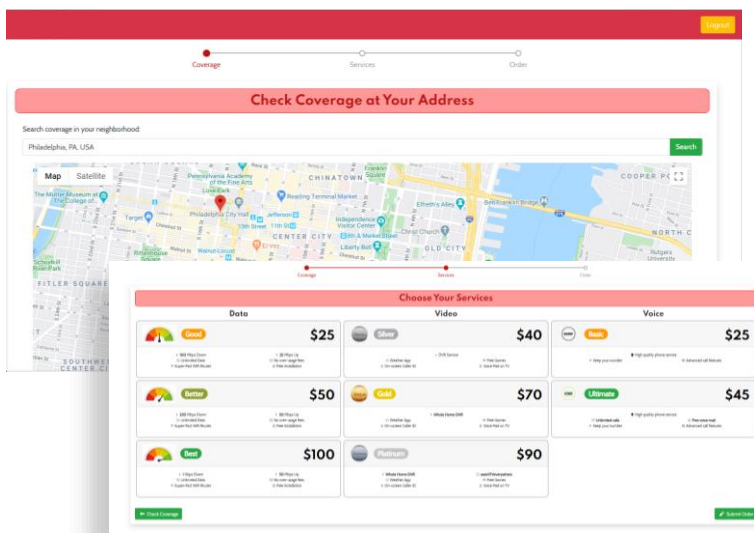
Simple 360-degree view of the customer provides real-time data to improve customer interactions.



- **Optimize agent performance and customer engagement** - Analyze operations and agent interactions using service Insights, sentiment intelligence, and supervisor experiences.
- **Empower agents** – Make smarter recommendations with bots that use contextual data about customers and your business.
- **Intelligent case routing** – Assigns cases to the agent who is best equipped to resolve the case.

PORTAL SOLUTIONS

Multi-channel customer onboarding solutions to accelerate fulfillment and scheduling.



- **Customer Self Service Portal** – Enables customers to access support resources, track case progress, and provide feedback.
- **Zero-touch Orchestration** – Empower customers to upgrade or change services without support from operator's staff.
- **Partner Portal** – Service providers, installers and contractors' tools Leads, Field Service Coordination, Service Orders and Change Requests, and Support Case Management

CUSTOMER PORTAL

See more at www.etisoftware.com