

Consona Service Gateway

What It Is

Consona Service Gateway configures, manages and supports multiple services and types of broadband devices so it's easier than ever for you to provide your subscribers with simultaneous digital services—without becoming mired in high-cost, high-touch management and troubleshooting.



The multi-play business model—where service providers deliver multiple digital services over a single, physical connection—offers a unique opportunity for you to increase revenue. But while many customers are eager for complex services such as VoIP and IPTV, their ultimate satisfaction will rely heavily on seamlessly uninterrupted service. That means active management on your part, which can get expensive.

Consona Service Gateway provides automatic intelligent management of home devices for a full range of service fulfillment and assurance operations. So you can reduce the cost of installation and support, improve the quality and consistency of service, and keep customers coming back for more.



Benefits

Rapid time to revenue

Connect new customers faster and activate new services at a higher rate.

Reduce operating costs

Avoid site visits, reduce service calls and keep equipment running smoothly.

Increase ARPU

Introduce customers to value-added services such as increased security or music downloads.

Customer loyalty

Foster customer satisfaction and loyalty by minimizing problems with proactive, automatic maintenance.

What You Get

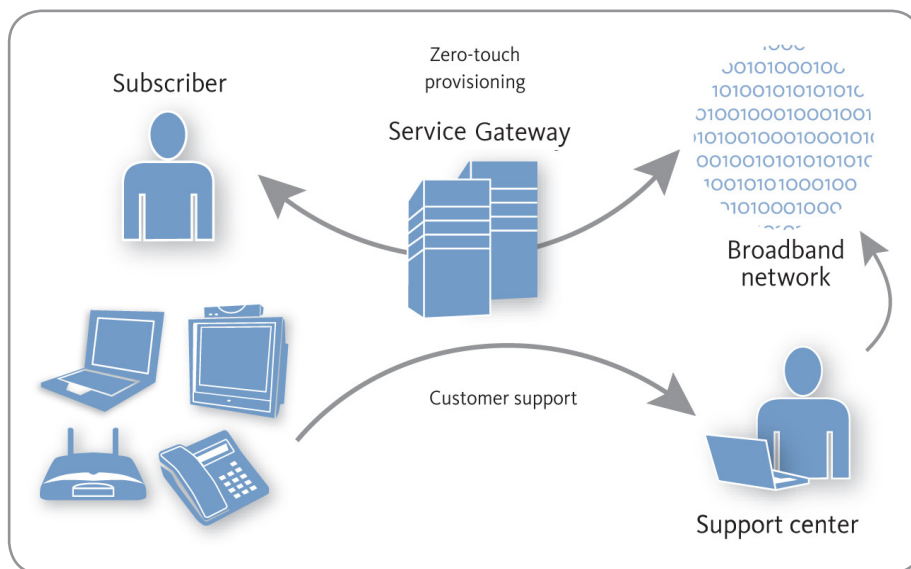
- Support for Ethernet and ADSL gateway devices, including home gateways, VoIP ATAs, IPTV STBs and both fixed and mobile wireless terminals
- Access any device that supports TR-069 and other related Broadband Forum standards or proprietary functions using our Software Development Kit (SDK)
- Customizable and feature-rich Policy and Workflow engine
- Integration with northbound web services and southbound protocol abstraction for operation support systems (OSSs)
- CSR UI with an interactive web 2.0 experience for customer and fault management
- A device capability discovery engine
- Flexible tools for building and aggregating device configuration templates
- Supports the latest Broadband Forum requirements for Simple Traversal of UDP Networks (STUN) enabled devices
- Integration with Consona Subscriber Assistance and Service Verification solutions
- GUI friendly Data Model Import tool allows your administrators to more easily import, update and customize data models for new devices
- Ability to integrate with third-party tools to monitor key system performance metrics via Java Management Extensions (JMX)

How It Works

Consona Service Gateway uses a centralized Auto Configuration Server (ACS) to identify, configure and query virtually all types of current or legacy CPE devices, including those with standards-based or proprietary interfaces.

Zero-Touch Provisioning

A customer calls for new or additional service. Service Gateway allows you to automatically authenticate the customer, set up the device and enable service to begin, all carried out via a secure, walled garden environment.



Customer Support

A customer calls for support. If the problem is poor signal quality, the call center technician accesses the IPTV set-top box to diagnose the cause. If necessary, the technician may remotely upgrade the firmware to the latest version using Service Gateway's interactive CSR UI.

Mass Upgrading

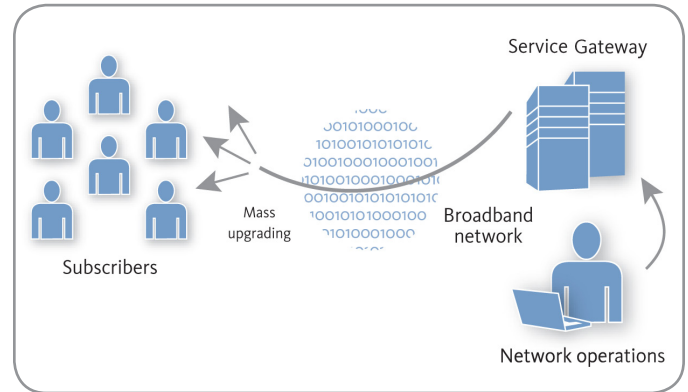
A latent firmware bug is discovered. Network operations upgrades millions of homes in batches to avoid quality issues or large-scale outages. Service Gateway's Policy and Workflow engine allows service providers to define an event-driven, scheduled or hybrid policy to upgrade device firmware.

Mass Status and Performance Monitoring

The marketing department wants to look for up-sell opportunities and ensure ongoing customer satisfaction. A Service Gateway report shows which homes are using which services and whether quality criteria are being met. Using Service Gateway's device capability discovery engine, service providers can determine if a customer's device hardware and firmware support the new service.

New Device Management

The administrators need to add data models to new devices that are now available. Service Gateway can easily import, update and manage new data models for new devices simply by uploading its XML Data Definition. Data models can also be customized as needed through an easy-to-use GUI interface.



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About Consona CRM

With a comprehensive set of solutions spanning self-service, customer management, chat, communities and proactive, just-in-time marketing and support—all fueled by a patented, best-of-breed knowledge management platform and backed by advanced analytics—Consona's KCS Verified tools are the choice for integrated, multi-channel customer service and support. The only CRM vendor focused entirely on service and support, Consona helps the Global 2000 control costs while providing a superior customer experience.

Consona
Problem: Solved!