ARRIS

ECO Manage™

Simplify the Delivery, Management and Support of Advanced Subscriber Services and Devices
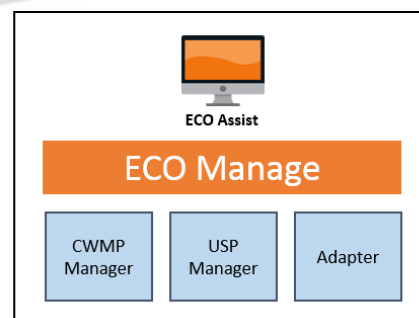

FEATURES

- Automates previously complicated, manual, and expensive service management operations
- Deployed worldwide by major service providers and manages over 30 million devices
- Tested capacity of 60 million managed devices per service provider
- Unmatched scalability, performance, and robustness
- Manages ARRIS devices as well as devices from third-party vendors

ECO Manage

An ECO platform product that enables the management and support of services and devices

ECO Assist

An ECO Application that customer support agents use to troubleshoot and resolve complex subscriber issues.
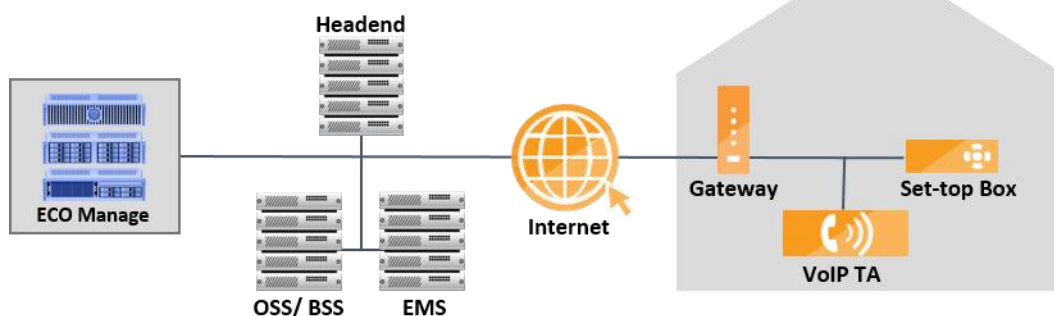
CWMP Manager

An ACS that provides TR-069 device management

USP Manager

An ACS that provides User Services Platform (USP) device management

Adapters

Integration points for other element management systems, such as Ericsson Mediaroom and WebPA

PRODUCT OVERVIEW

ECO Manage simplifies the delivery, management, and support of services such as pay TV, high-speed Internet access, voice over IP, and connected home services. Based on ARRIS's industry-leading device and service management products, ECO Manage enables secure auto-provisioning, configuration, management, monitoring, upgrades, and support for more than 30 million devices around the world.

2Wire, now part of ARRIS debuted its device management platform in 2001 with the industry's first auto-configuration server (ACS) for managing gateways and other devices. ARRIS's device management platform is now a mission-critical component that major service providers use for managing pay TV, triple-play services, and the connected home.

ECO Manage works with large, diverse populations of devices and the services that are provisioned regularly on those devices. ECO Manage has a tested capacity of 60 million devices for a single cluster. For one major service provider, ECO Manage currently manages more than 15 million devices while performing a high rate of management operations and transactions.

Deliver, Manage, and Support Subscriber Services

ECO Manage simplifies previously complicated, manual, and expensive operations such as provisioning, configuration, monitoring, upgrades, and support. ECO Manage automates these operations using service definitions, workflows, and its internal CPE WAN Management Protocol (CWMP) device manager, User Services Platform (USP) device manager, or device managers from third parties. ECO Manage captures complex business logic that abstracts the complexity and variability of managing multiple device types, management protocols, software, and service delivery systems.

Remotely manage subscriber devices with ARRIS, the TR-069 and USP experts

The internal CWMP and USP managers rely on the Broadband Forum's TR-069 and USP (TR-369) standards for remote device management & control and can interact with devices from a wide range of hardware manufacturers. 2Wire, now part of ARRIS developed the Open Gateway Management Protocol (OGMP), the basis of TR-069, and ARRIS remains a leading contributor within the Broadband Forum and other industry standards associations.

Maximize call center visibility to resolve subscriber issues

By using ECO Assist alongside ECO Manage, customer service representatives (CSRs) can interact with subscriber devices in real-time. CSRs can view details about the subscriber's network, upgrade device firmware, and run diagnostics to gather information and resolve issues.

CUSTOMER CARE

Contact Customer Care for product information and sales:
- United States: 866-36-ARRIS
- International: +1-678-473-5656

Rapidly upgrade firmware for millions of devices

With ECO Manage, operators can avoid problems caused by firmware issues on deployed devices, as well subscriber calls to customer service. Additionally, rapid device upgrade operations ensure all devices in the field are on the same version of firmware, which eliminates variability in device behavior and subscriber experience.

With firmware scheduling, ECO Manage can upgrade firmware on an entire device population quickly and efficiently, with a demonstrated capacity of 200,000 devices per hour using a single ECO Manage cluster. Service providers can perform firmware upgrade campaigns using flexible rules on groups of devices and can configure upgrades to terminate automatically. ECO Manage firmware upgrades are optimized with configurable algorithms to ensure that more devices are upgraded successfully during mass upgrades.

Integrate seamlessly with external systems

Using its flexible Northbound Interface (NBI), ECO Manage integrates into existing service provider environments to interact with Operational Support Systems (OSS) and Business Support Systems (BSS), such as Customer Relationship Management (CRM), customer care, inventory management, and provisioning systems. After they are integrated, these external systems call ECO Manage to perform tasks that are part of mission critical business operations, such as service provisioning.

Scale your deployment to meet your needs

With incremental capacity, the ECO Manage flexible architecture scales up to support the largest tier 1 operators in the world and scales down to support small local exchange carriers. ECO Manage is also available as a hosted, managed service to reduce the total cost of ownership.

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