ARRIS

ECO Service Management™

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

PRODUCT OVERVIEW

ARRIS ECO Service Management optimizes the delivery and management of triple-play and connected home services while enhancing subscriber experiences.

Keep up with rapidly evolving services and technology

Competition among service providers is driving an evolution in subscriber services. Service providers must keep up with evolving triple-play and emerging connected-home services like home security, automation, telemedicine, and energy management. Subscribers are driving changes in technology, with a steady stream of new devices and demands for more bandwidth, mobility, and choice.

Service providers are pressured to adapt to evolving services, business models, and technology. The cost to both budget and time to market is significant, and impacts growth and profitability. ECO Service Management simplifies the delivery of next-generation services and manages the complexities of blending emerging consumer devices and next-generation technology.

ECO Service Management includes a platform that enables management of devices and services, integration with external systems, data collection, and application services as well as mission-critical service management applications that empower customer support, operations, and subscribers.

ECO Manage

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

ECO Collect

An ECO platform product that enables service providers to monitor service quality and understand subscriber experiences through the collection and analysis of subscriber and device data.

ECO Connect

An ECO platform product that provides connected home applications with presence, location, message routing, and transport services.

ECO Assist

An ECO application that customer support agents use to troubleshoot and resolve complex subscriber issues.

ECO Self-Service

An ECO application that enables service-specific experiences that subscribers use to manage their services and resolve their own service issues.

ECO Dispatch

An ECO application that field technicians use to diagnose service quality issues and verify installation.

ECO Monitor

An ECO application that operations personnel use to oversee subscriber service availability and quality.

ECO Inquire

An ECO application that marketing personnel use to evaluate subscriber behaviors, preferences, and experiences.

ECO Service Management
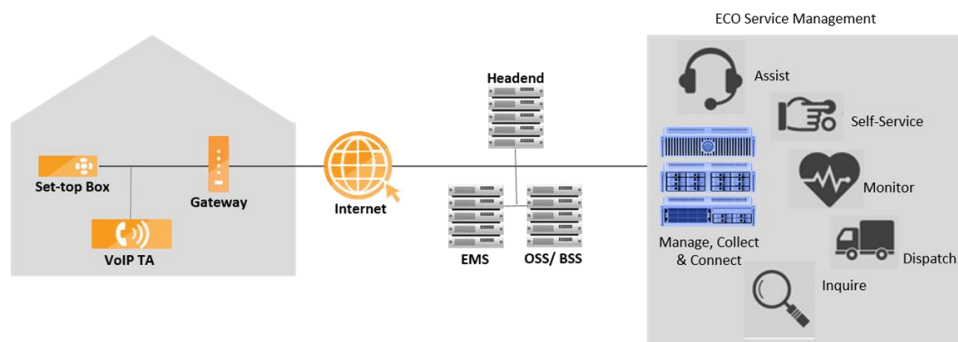
See a unified view of subscribers across business and technology domains

ECO Service Management provides a common framework for operations management, data collection, and business intelligence across the service portfolio. ECO Service Management:

• Aggregates management and diagnostic data from managed devices, service endpoints, and element managers to be evaluated and presented in the context of the subscriber's services.

• Captures complex business logic, such as the metadata, rules, operations, and policies that enable critical operations like service provisioning, management, monitoring, and support.

• Normalizes device and service information across multiple management protocols, technology domains, and service delivery systems.

Deliver new revenue-generating services quickly and profitably

ECO Service Management enables service providers to accelerate the time to market for new connected home services by leveraging common platform features for operations management, data collection, and support. It provides visibility, control, and automation.

Services are modeled to capture complex business logic required for delivery, management and support. Service providers can add and extend service descriptions without disrupting northbound integrations.

CUSTOMER CARE

Contact Customer Care for product information and sales:

• United States: 866-36-ARRIS
• International: +1-678-473-5656

Integrate seamlessly with external systems

Using its flexible Northbound Interface (NBI), ECO Service Management 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 Service Management to perform tasks that are part of mission-critical business operations, such as service provisioning.

Provide consistent and effortless subscriber experiences to maximize satisfaction

ECO Service Management auto-provisioning capabilities enable automated activation of services, making the process seamless for subscribers. ECO Service Management enables simple self-service experiences that provide subscribers with visibility into their services and managed devices. This information and integrated automation help subscribers self-manage their services and resolve their own issues. In addition, this information can be blended into existing subscriber interfaces such as on-screen or subscriber portals, improving accessibility and subscriber adoption.

In addition, ECO Service Management enables powerful and simplified customer care applications that allow customer service representatives (CSRs) to identify and resolve root cause problems quickly and efficiently. To troubleshoot issues, CSRs can view details about the subscriber's network and run diagnostics to gather information.

Work with the expertise of ARRIS

ECO Service Management relies on the TR-069 standard for device management and can manage 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 standards associations.