



# *MOSAIC DEVICE MANAGER*

## **Streamlining Subscriber Experience**

### **Highlights**

- Empower your customer service representatives (CSRs) with in-home visibility of subscriber devices
- Reduce talk time per trouble call using a streamlined operational model
- Minimize truck rolls/device swaps through status monitoring, remote troubleshooting, and Wi-Fi analytics
- Increase customer satisfaction via zero-touch deployment and rapid root cause analysis
- Supports ADTRAN and third-party vendor devices

### **The Connected Home Experience**

The adoption of smart home technologies is transforming the way homeowners use their Wi-Fi networks. Home security systems, home automation, 4K content streaming, and gaming if not managed effectively can place great strain on the subscriber experience. At the end of the day, subscribers care about unrestrained access to their content and applications and it is up to service providers to make sure every element of the network is enabling this experience.

# MOSAIC DEVICE MANAGER

---



## Lack of Visibility

Service providers have had very little visibility into the subscriber home network after the initial deployment of the subscribers' residential equipment. When subscribers report issues with their home networks, operators are limited in the amount of remote support they can provide. They are not able to easily distinguish between home connectivity problems and network issues. Due to limited remote support, service providers are forced to

- Endure excessive talk time per trouble call
- Initiate expensive truck rolls
- Administer unnecessary device swaps

## Supporting the Connected Home

Since establishing the industry's first open SD-Access architecture, ADTRAN Mosaic™, ADTRAN continues to develop a flexible, agile services delivery framework. As service providers migrate control away from closed, monolithic systems governed by multiple misaligned, vendor-specific element management systems to a common, open, SDN-based controller, the opportunity presents itself to fundamentally improve subscriber experience. The ADTRAN Mosaic Subscriber Experience Suite supports this user-driven service model by using microservices with open APIs and operational logic to provide advanced analytics, software-centric operation and virtualized service delivery – making installation and activation faster and easier, while improving the overall quality of experience within the smart home.

# Streamlining Subscriber Experience

## Increasing Quality of Experience

Wi-Fi is no longer a luxury, but an everyday necessity. Internet speeds are getting faster, but the use of more Internet devices and more Internet users are placing a strain on the network. With the growing adoption of Internet of Things (IoT) technologies, over the top (OTT) applications and connected devices inside the home, consumers have begun judging the quality of their Internet connection on the quality of their Wi-Fi experience.

On any given day, CSRs will take a number of calls from subscribers with a common symptom, “My Wi-Fi doesn’t work!” Although the complaint is common, there are a large number of root causes that the CSR is tasked with trying to remotely diagnose:

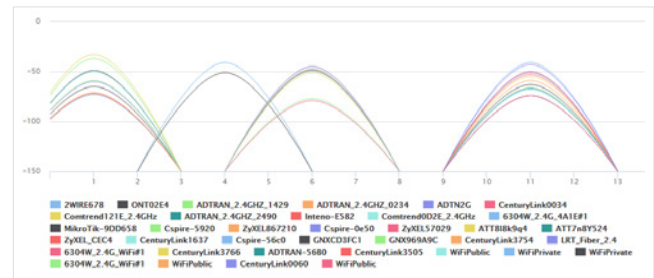
- Upstream network issues
- Heavy Wi-Fi interference
- Poor Wi-Fi coverage
- Poor band selection
- Connected device issues
- Device overload
- Residential Gateway problems

ADTRAN Mosaic Device Manager enables visibility into the connected home allowing for simplified Wi-Fi troubleshooting and residential device management. View real-time residential equipment stats and perform troubleshooting actions from the ADTRAN Mosaic Device Manager portal.

## Remote configuration and troubleshooting

Quickly configure and edit customer premise equipment (CPE) from an easy to use graphical user interface (GUI). View and execute firmware management tasks from a simple dashboard. Easily monitor the health of the broadband network, home Wi-Fi network, and connected network devices.

## Advanced Wi-Fi analytics



Enjoy the benefit of integrated advanced Wi-Fi analytics. Manage subscribers’ Wi-Fi networks remotely. Gain insight into the RF environment - easily enable or disable radios and analyze guest Wi-Fi. Customize the service set identifiers (SSIDs) of the home network and easily view and change passwords. Heal Wi-Fi networks by viewing and initiating dual-band channel changes to avoid and fix interference.

## Zero-touch Deployment

Deployments made simple with zero-touch residential gateway (RG) and mesh access point (AP) deployment. RGs and mesh APs are automatically discovered and the correct firmware and configuration are downloaded without manual intervention.

## Subscriber Network Visibility

Extend visibility into the home. Easily monitor and manage IoT, network devices, and subscriber devices. Quickly identify device-level issues versus network issues by viewing detailed connected device information. Determine connected device speeds and identify signal strength for easy troubleshooting.

## Open Concept

ADTRAN Mosaic Device Manager utilizes an open, flexible application programming interface (API) approach with RESTful web services for automation, orchestration and analytics. This open concept enables it to be compatible with ADTRAN and third party devices - technology, vendor, and chipset agnostic.

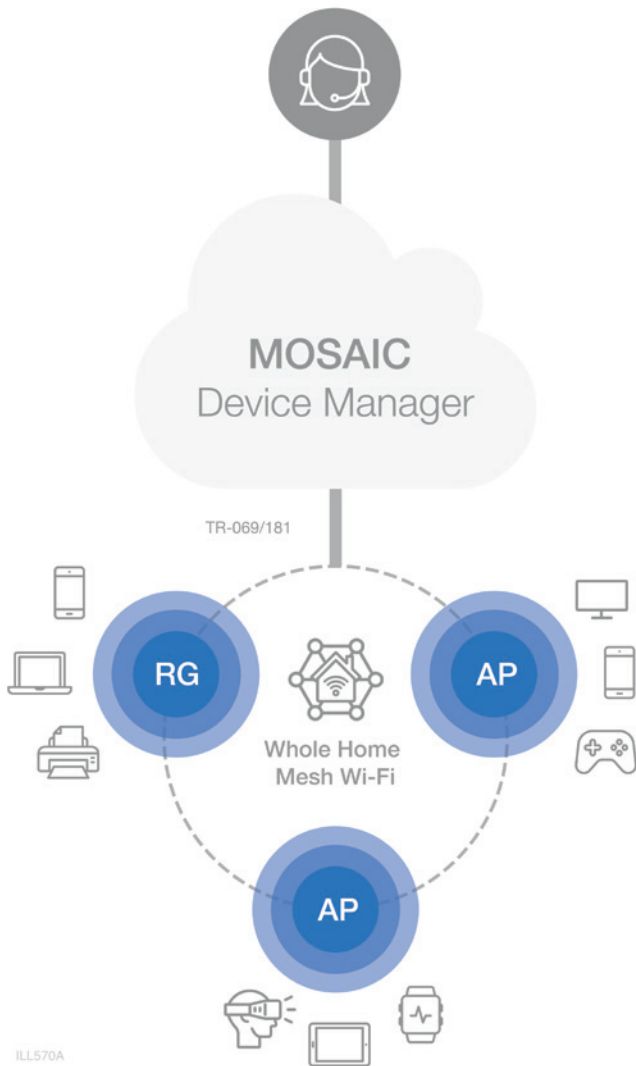
## Monetizing the home network

Advanced analytics enables service providers to easily identify new revenue streams. Determine subscriber needs and prescribe network repairs and solutions.

## Scalability

Utilize carrier-class scalability. Mosaic Device Manager can easily be scaled up or down depending on the specific needs of the service provider, allowing for thousands of devices to be managed from a single instance.

# MOSAIC DEVICE MANAGER



ILL570A

ADTRAN Mosaic Subscriber Experience Suite provides the components and solutions service providers need to be successful in emerging programmable, cloud-driven telecommunication networks. The ADTRAN Mosaic Subscriber Experience Suite provides the next steps in the evolution of broadband ecosystems enabling virtualization of the subscriber experience and monetization of the subscriber edge.



**ADTRAN, Inc.**  
901 Explorer Boulevard  
Huntsville, AL 35806  
256 963 8000

**General Information**  
800 9ADTRAN  
[www.adtran.com/contactus](http://www.adtran.com/contactus)

**Canada Headquarters—  
Toronto, Ontario**  
+1 877 923 8726  
+1 905 625 2515  
[sales.canada@adtran.com](mailto:sales.canada@adtran.com)

**Canada—Montreal, Quebec**  
+1 877 923 8726  
+1 514 940 2888  
[sales.canada@adtran.com](mailto:sales.canada@adtran.com)

**Mexico and Central America**  
+1 256 963 3321  
+1 52 55 5280 0265 Mexico  
[sales.cala@adtran.com](mailto:sales.cala@adtran.com)

**South America**  
+1 256 963 3185  
[sales.brazil@adtran.com](mailto:sales.brazil@adtran.com)  
[sales.latam@adtran.com](mailto:sales.latam@adtran.com)

## AD10660A

April Copyright © 2018 ADTRAN, Inc. All rights reserved. ADTRAN believes the information in this publication to be accurate as of publication date, and is not responsible for error. Specifications subject to change without notice. ADTRAN® and the other trademarks listed at [www.adtran.com/trademarks](http://www.adtran.com/trademarks) are registered trademarks of ADTRAN, Inc. or its affiliates in various countries. All other trademarks mentioned in this document are the property of their respective owners.

ADTRAN warranty duration and entitlements vary by product and geography. For specific warranty information, visit [www.adtran.com/warranty](http://www.adtran.com/warranty).

ADTRAN products may be subject to U.S. export controls and other trade restrictions. Any export, re-export, or transfer of the products contrary to law is prohibited. For more information regarding exportation of ADTRAN items (e.g. commodities, technology, software), please visit [www.adtran.com/exportlicense](http://www.adtran.com/exportlicense).

