



NextNine



NextNine Service Automation for Telecom & Broadband Vendors

Vendors of Telecom and Broadband systems are facing a critical challenge. They are required to support an increasing number of demanding operators in the complex, constantly evolving world of converged, triple play networks and ensure them 24x7 system availability. But in order to do so they need to grow support teams and allocate more support resources per customer, negatively impacting their bottom line. The increasingly competitive marketplace forces vendors to make a choice: provide customers the best service or protect their bottom line.

Key Features

- 24x7 Proactive Monitoring
- Secure Remote Access
- Self-Healing
- Site And Device Dashboard
- Remote Diagnostics And Fix
- Automated Preventive Maintenance
- One To Many Automated Software Distribution
- Inventory Management

Benefits

- Prevent Downtime And Meet SLAs Using Proactive Support
- Improve Customer Satisfaction By Providing Proactive, Superior Service
- Resolve Cases Faster And Reduce MTTR By Utilizing Remote Support
- Scale Faster With Process Automation
- Manage Installed Base Accurately With Automatic Inventory
- Sell More Services By Increasing Attachment Rates And Offer New Services
- Differentiate By Providing “Best In Class” Support Services
- Save Significant Costs Through Support Automation

NextNine Service Automation

NextNine empowers vendors to meet this challenge and more by adopting the proactive, automated approach to service and support. NextNine Service Automation is based on the “Virtual Support Engineer” paradigm that allows you to “be there” 24x7 to proactively and automatically maintain, monitor and service your system in real time, just like your best on-site service engineer would do.

NextNine’s Virtual Support Engineer is a light weight software module deployed at each end customer site. Using standard protocols, it communicates with all system units installed at the site, proactively monitoring them based on rules and routines that are dynamically programmed by the vendor. When a problem symptom is identified, the Virtual Support Engineer alerts the support organization, and can also take automatic corrective actions immediately. Additionally, just like a human support engineer, the Virtual Support Engineer also performs preventive maintenance routines, software and patch distribution and facilitates remote diagnostics and secure remote access to all supported units.

Telecom and Broadband Customers Include



Change The Way You Support Customers

Prevent Emergency Cases and Meet SLAs with Proactive Support

By proactively monitoring the system 24X7, NextNine allows you to detect and resolve problems before they cause downtime, minimizing service disruptions and dramatically reducing emergency cases. Automation of preventive maintenance and self-healing further reduce service disruptions to ensure maximum availability.

Resolve Cases Faster using Remote Support

Resolve customer issues rapidly and securely by utilizing automated remote diagnostics and remote, high speed desktop or console access to customer sites worldwide.

Scale Faster by Automating Processes

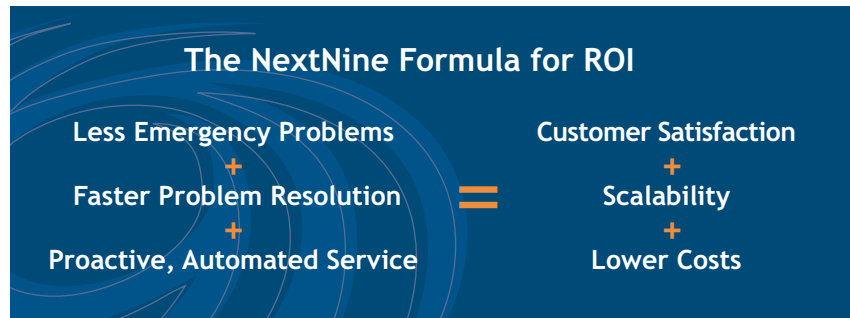
NextNine software facilitates automation of preventive maintenance, software and patch distribution and other recurring tasks, allowing vendors to support more customers without growing their team.

Manage Installed Base Accurately with Automatic Inventory

Knowing exact configurations at each customer, tracking unit location and type, as well as cataloging software versions in use and hardware revisions installed are key to provide effective and efficient customer service. NextNine makes this possible via accurate, automatic collection and reporting of inventory and configuration data.

Sell More Services

Sell a new high end, SLA backed service to your customers. Deliver managed services that guarantee SLA achievements. Ensure higher attachment rates to your current service offerings. With NextNine, vendors can enhance profitability without the related risk.



Be Proactive Today. It's Simple

Field Proven Solution – NextNine software has been deployed by leading vendors at Telecom and Broadband operators worldwide and has proven its value almost immediately, ensuring significant improvement in customer satisfaction.

Rapid Deployment – NextNine Service Automation was designed to support both new and legacy systems. Deployment and training can be completed within weeks, enabling vendors to begin enjoying benefits almost immediately.

Accelerate ROI – Vendors have achieved breakeven on NextNine Service Automation within 6 to 12 months of deployment through elimination of service disruptions, increased customer satisfaction, improved system availability, service efficiency and support cost savings.

Supported Systems

- » Telecom
- » Billing
- » Messaging
- » Voicemail
- » Broadband
- » VOD
- » IPTV
- » CRM
- » Triple Play
- » Others



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