UNLEASH

your demand for
BROADBAND

Alopa Intelligent Activation Core™

- TESTS USER EQUIPMENT FOR COMPLIANCE, INCLUDING PCs AND CABLE MODEM QUALIFICATION

- REGISTERS USER ON THE NETWORK

- GATHERS AND COLLECTS DATA ON END USERS SUCH AS DEVICE MAKE AND MODEL, SERVICE SELECTION AND MARKET DEMOGRAPHICS

- PROVIDES A VEHICLE FOR CROSS SELLING AND SERVICE PROMOTIONS

- INCLUDES INSTALLATION TUTORIALS FOR BOTH FIELD TECHNICIANS OR SELF-SUBSCRIBING END USERS

- EMBEDDED TROUBLESHOOTING TOOLS FOR EITHER TECHNICIANS OR SELF-PROVISIONING END USERS

- CONFIGURABLE FOR CUSTOM VIDEO, MUSIC AND ANIMATION

- SERVICE AND APPLICATION UPSELLS AT POINT OF INSTALLATION

- COMPLIES WITH DOCSIS®, PACKETCABLE™, AND CABLEHOME™ SPECIFICATIONS

ALOPA'S INTELLIGENT ACTIVATION CORE (i-A CORE) streamlines the customer activation process by installing, setting up, registering and managing network-based services. This easy-to-use, lightweight, client-side application is designed to ensure speed, accuracy and simplicity of broadband service provisioning. It tests personal computers and modems for operating system, drivers, memory space, connectivity and more; upgrades as needed, then collects identifying information on the customer, saving broadband service providers time, trouble and expense.

THE CHALLENGE: Getting customers up on the network can be time consuming and labor-intensive. Repeated truck rolls, out-of-date customer equipment and service calls add operational expenses that reduce return on investment and limit market penetration.

THE i-A CORE software provides broadband service providers with a turn-key tool that enables both subscribers and field technicians to easily install and launch high-speed services in a matter of minutes. In addition, it provides critical end-user information to upstream data-gathering systems, allowing customer service representatives to troubleshoot service issues and helping service providers with network planning.

THE i-A CORE also features the unique ability to embed cross marketing and sales items that subscribers can view during installation. In addition, it upstreams specific data such as memory, operating system, and available disk space, empowering service providers to target marketing of new, network-based applications and services.

Subscriber Premise

1. Place i-A Core in CD-ROM player

Customer Premises Equipment

2. i-A Core checks memory, OS, and connectivity; then selects ports, installs drivers, enters customer info, and installs

3. i-A Core sends data back to MetaServ Collection Server

MetaServ Collection Server

Alopa i-A Core

A L O P A

Alopa Networks, Inc. (Alopa) is a recognized pioneer in subscriber acquisition, provisioning, and management solutions for broadband service providers (BSPs). Alopa's solutions enable BSPs to increase revenues through rapid rollout of value-added services and accelerated customer installs, optimize operational efficiencies through automated provisioning, and retain customers through assured quality of service. Through participation in the activities at CableLabs and other standards organizations, Alopa recognizes the challenges and opportunities facing BSPs today and functions as a leader in the telecommunications, cable, and fixed-wireless markets.

Benefits

The Alopa Intelligent Activation Core™ (i-A Core) increases revenues and decreases operational expenses through:

Reduced Operational Expenses: The i-A Core minimizes service-initiation expenses through reduced truck rolls, troubleshooting tips and more.

Simplified Installations: The i-A Core simplifies installation complexities by decreasing the operational burden and speeding up deployment of service.

Service Accuracy: The i-A Core ensures service accuracy by actively testing user equipment and lines.

Troubleshooting: The i-A Core handles upfront troubleshooting and educational issues that normally require telephone calls or truck rolls.

Standalone or Integrated: The i-A Core can be used as a standalone solution, or integrated with Alopa's MetaServ Collection Server, providing multi-platform value.

Upselling and Cross-Selling: The i-A Core offers service providers upselling and cross-selling opportunities by displaying advertisements during installation.

Device and Demographic Reports: The i-A Core offers visibility into subscriber demographics for customer service or sales and marketing purposes.

Mass Market Sales: The i-A Core presents opportunities for mass market sales through retail channels.

ALOPA INTELLIGENT ACTIVATION CORE™
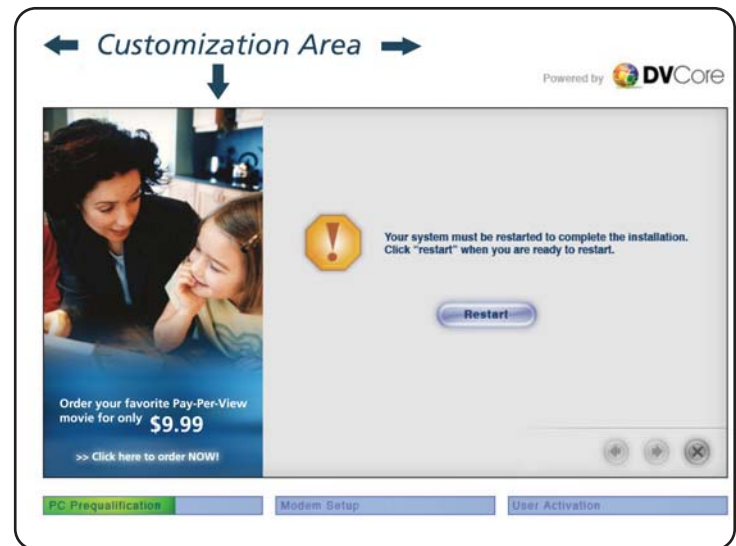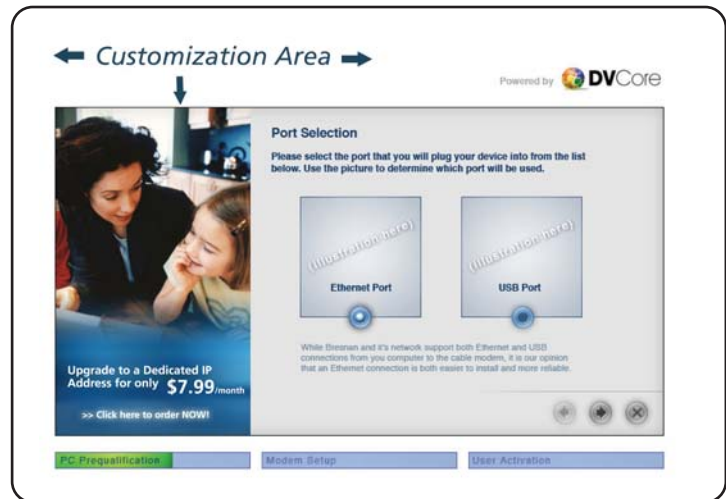
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