

# Servicemodul

The tool for the technical engineer

## System description

Relevant costumers' data are transferred from the Billingsystem to the Servicemodul. At the same time technical information about cable routers, cable modems, USV etc. are collected in the Servicemodul.

Appropriate outlines, forms and reports generate an adequate allocation and useful representation of all existing data.

### 1 Access from everywhere

The Servicemodul is an internet application useable from everywhere by the service engineer.

Insufficient information inside the company or between the company and the service engineers can be avoided as far as possible.

### 2 Overview

The introduction of multimedia services leads to higher claims on availability. This can only be managed through preventive activities or fast reaction in case of annoyance. The Servicemodul contributes to that in a high degree.

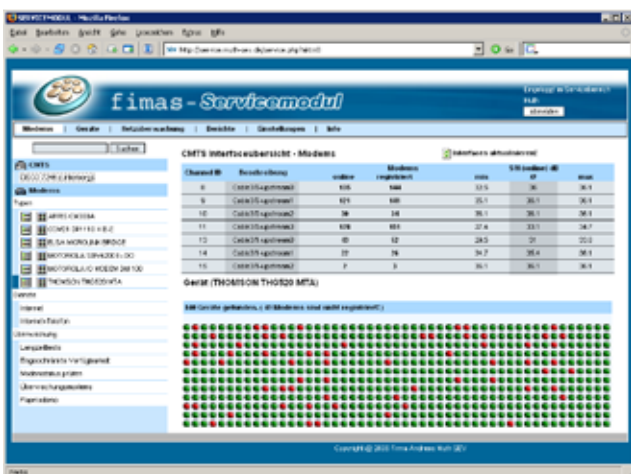


Bild: Interfaces der CMTS & schnelle Modemübersicht

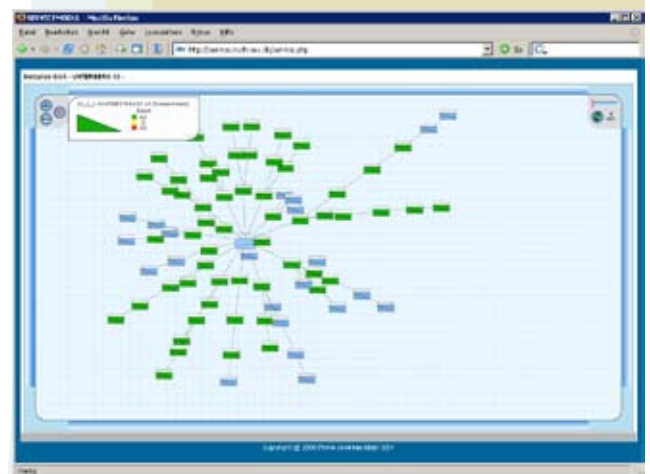


Bild: Netzplan

- Easy to use
- Elaborate design
- short loading time
- fast and detailed overview

- actual technical data to related hardware
- event history
- E-mail and SMS notification in case of annoyance

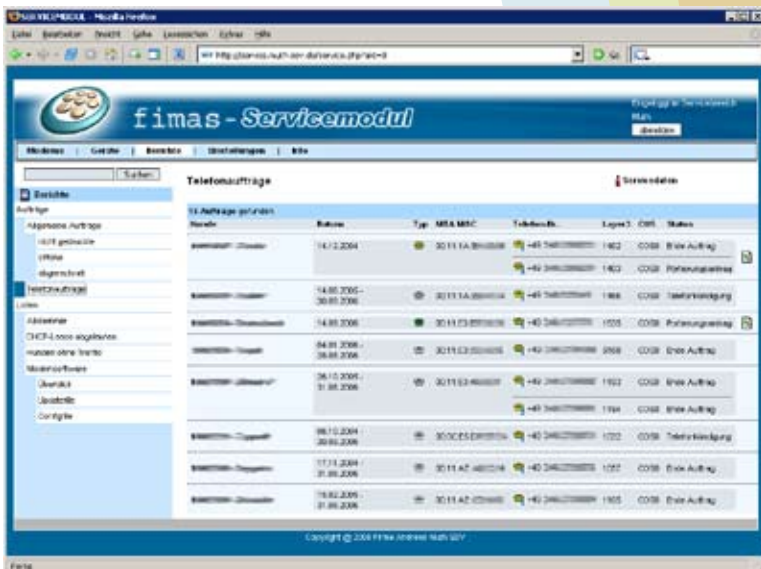


Bild: Berichte, Aufträge

- Outline over common jobs and telephone orders
- Special lists about traffic or cable modem software

### 3 Quick error locating

The fusion of customer data and technical data within the Servicemodul serves you adequate support for locating and analysing of possible error sources.

### 4 Updated device data

Information about related devices is collected via SNMP. Information update rate is individually configurable.

## COSO-APPLIANCE

### 1 BILLINGSYSTEM



... Main module of the COSO – Appliance product group. This software was developed based on practical experiences and perfectly meets the requirements of each broadband cable provider. Easy provisioning of the internet and telephone connections through the official in charge.

### 2 SERVICEMODUL

... Puts a huge amount of network details at the technical experts disposal.

### 3 KUNDENPORTAL



... Provides contract relevant information to each customer (via the internet) through a customer portal.

### 4 PROVACCO

... Provisioning of modems and accounting of traffic customer specific.



Software - Entwicklung - Vertrieb

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