# Cloud
# DZS Xperience

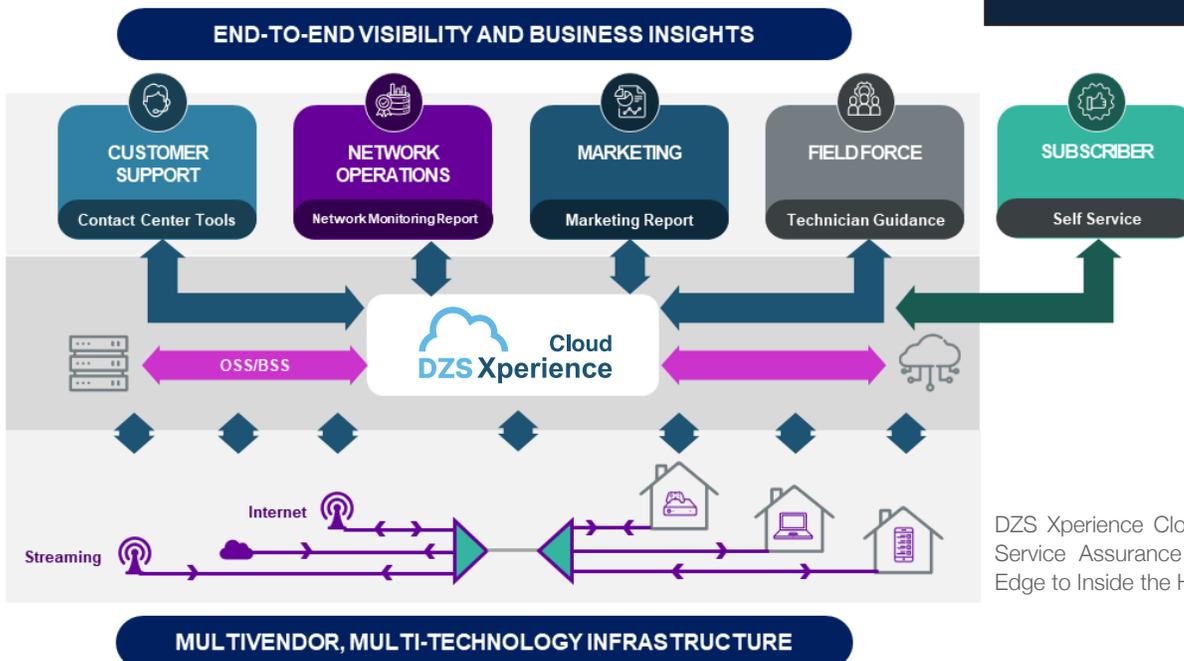## Deliver the Ultimate Subscriber Experience

## Move Up the Value Chain — Become An Experience Provider

Improve subscriber satisfaction, increase ARPU, and slash operating expenses with DZS Xperience Cloud. The vendor-neutral, AI-powered service assurance platform helps ISPs optimize network performance and QoE by gaining end-to-end visibility and tight control over heterogenous broadband access networks and home Wi-Fi networks. Delivered as a fully managed service for ultimate time-to-value and operational simplicity, the DZS offering helps you improve customer experience and loyalty, unify and simplify operations, increase broadband service margins and upsell opportunities, and stand out from the competition.

DZS Xperience Cloud includes DZS CloudCheck home Wi-Fi network management and DZS Expresse broadband access network management solutions—deployed and maintained in the cloud by DZS experts. DZS takes responsibility for the ongoing operation, support, and security of the platform, so you can focus your resources on engaging customers, improving differentiation, and growing your business.

### KEY BENEFITS

+ **Reduce truck rolls by 16%** by avoiding unnecessary dispatches

+ **Reduce customer care calls by 35%** by automatically detecting and resolving issues

+ **Increase ARPU up to 4X** by upselling premium services

+ **Improve customer retention by 20%** by optimizing QoE



DZS Xperience Cloud — End-to-End Service Assurance from the Access Edge to Inside the Home

**DZS Xperience Cloud includes:**

- ☑ A standards-based software agent that runs on a variety of residential access points, routers, and gateways from DZS and 3rd party vendors

- ☑ Cloud-based AI/ML services that transform raw agent and network element telemetry data into meaningful and actionable information

- ☑ Browser-based GUIs for customer care and network operations teams

- ☑ Built-in data analytics reports for organizational stakeholders and business leaders

- ☑ REST and XML/SOAP APIs for OSS/BSS integration

- ☑ A brandable, self-service mobile app for subscribers

# DZS CloudCheck
## Home Wi-Fi Network Management Solution

DZS CloudCheck lets you efficiently monitor, manage, and optimize residential Wi-Fi networks. The solution identifies and resolves in-home Wi-Fi coverage, congestion, configuration, and CPE issues that can impair service quality and hinder customer satisfaction. The solution helps you improve subscriber experience, streamline customer care, avoid unnecessary truck rolls, and increase business and engineering insights.

## KEY FEATURES

+ **Intelligent optimization** – artificial intelligence (AI) and machine learning (ML) in the cloud proactively optimize home Wi-Fi network performance, automatically identifying and resolving potential issues before they impact the experience

+ **Reactive customer care** – an intuitive GUI with guided troubleshooting wizards lets customer care agents isolate and resolve connectivity issues and respond to complaints—quickly and easily

+ **Proactive reporting** – off-the-shelf network performance reports automatically detect Wi-Fi coverage issues and internet bandwidth constraints, identifying upsell opportunities for Wi-Fi extenders and premium broadband services

+ **Subscriber control and self-help** – a brandable mobile app makes it easy for subscribers to manage their home networks, set up parental controls, run broadband speed tests, and install and place Wi-Fi extenders

+ **Network health and performance insights** – detailed historical reports give teams visibility into internet connectivity and broadband performance issues, with recommended actions to resolve problems, optimize costs, and improve QoE

+ **Firmware analysis** – built-in assessment tools help network planners and test engineers qualify CPE firmware updates before putting them into production, and compare the before/after performance of field-upgraded devices

+ **Data analytics** – canned network-wide analytics reports help executives, sales and marketing professionals, business and product managers, and engineering teams improve insights and make data-driven decisions

+ **Northbound APIs** – REST APIs provide easy integration with existing OSS and BSS solutions and other web services

+ **TruSpeed compliance reporting** – comprehensive upstream/downstream broadband speed reports make it easy to demonstrate compliance and satisfy recordkeeping requirements for regulations like the U.S. Rural Digital Opportunity Fund and for European/UK regulations

+ **DZS Shield** – value-added cyber security services mitigate CPE vulnerabilities and webborne threats, and protect home networks against zero-day attacks and other risks

# DZS Expresse
## Broadband Access Network Management Solution

DZS Expresse Broadband lets you efficiently monitor and manage broadband access networks. Designed for heterogeneous, multivendor deployments, the solution interfaces with broadband access technologies (PON) and network elements (OLTs) using standard protocols like SNMP, TL1, and Telnet. DZS Expresse Broadband features AI-based diagnostics and recommendations engines that makes it easy to identify, isolate, and resolve problems. The solution helps optimize broadband QoE, improve customer satisfaction, and reduce support costs.

## KEY FEATURES

+ **Full visibility** – the comprehensive management platform offers complete visibility into the entire broadband access edge network to the subscriber demarcation point, providing valuable network performance, health, service quality, and throughput insights

+ **AI-based diagnostics** – a cloud-based diagnostics engine automatically identifies and isolates common problems like fiber anomalies (damaged fiber, bad splices, faulty connectors, macro/micro-bends), ONT and OLT failures, and PON congestion issues

+ **Predictive analytics** – a cloud-based recommendations engine suggests prescriptive actions to address network performance and health issues before they impact service quality and customer satisfaction

+ **Network operations GUI** – a browser-based GUI makes it easy for network engineers to monitor broadband access networks, troubleshoot problems, and optimize network availability and subscriber QoE

+ **Northbound APIs** – REST and SOAP/XML APIs provide straightforward integration with incumbent OSS and BSS solutions and other web services

+ **Data-driven insights** – out-of-the-box analytics reports help sales and marketing professionals, product managers, and other stakeholders improve data insights and make well-informed decisions

info@DZSi.com
www.DZSi.com/contact-us

**Contact DZS today**
www.DZSi.com
support@DZSi.com