Netopia Broadband Server

Scalable Device Management

Manage a single device or perform automated tasks such as embedded software updates for mass CPE.

Centralized Administration

Configure, manage, and administer embedded software updates, VPNs, security, and other services from a central location, reducing operational costs and errors.

Service Provisioning

Simplify provisioning of new services, including high-value services such as triple-play voice, video, and data services.

Netopia® Broadband Server (NBBS)

Service Management Platform Supporting TR-069 Specification

Netopia's NBBS is a service management platform that was developed to the DSL Forum TR-069 specification. It allows service providers to expand broadband service revenues while reducing operational and support costs through automated service provisioning and comprehensive device management.

NBBS provides centralized service and device management for IP-based customer premises equipment (CPE) including broadband gateways, modems, VoIP phones, Webcams, and set-top boxes.

Automated Service Initiation

From straightforward Internet access to high-value triple-play services, provisioning with NBBS reduces costs by automating initial service connections. NBBS reduces or eliminates subscriber errors and frustration during gateway installation by automating the process of establishing basic IP connectivity. NBBS has a robust and extensible Web Services-based northbound interface for integration with Operational Support Systems (OSS) and Customer Relationship Management (CRM) systems, making pre-provisioning a subscriber's configuration quick and easy. When a gateway appears on the network for the first time, NBBS automatically configures the gateway, including embedded software updates if necessary, to enable the services ordered by the subscriber.

Inventory management is also simplified because NBBS takes the guesswork out of ordering gateways. Service providers no longer need to order multiple service configurations for the varying needs of their customers. NBBS downloads custom configurations according to each subscriber's unique requirements upon service initiation, enabling the efficiencies of using common, off-the-shelf hardware while delivering mass customization to subscribers.

Device Management

In addition to the DSL Forum's TR-069 remote management specification, NBBS also uses standard device interfaces such as command line interface (CLI) and HTTP-based Web interfaces for the ultimate in access to a range of devices for service provisioning, management, and subscriber support. This broad support for multiple interfaces allows NBBS to manage the widest variety of third-party IP-enabled devices – whether or not those devices comply with TR-069.

Using this approach, NBBS can perform the following functions:

- individual or en masse updates to device software and configurations
- configuration and management of advanced services such as VPNs, gaming, security, VoIP, and IPTV
- real-time CPE monitoring and troubleshooting
- customer self-service provisioning and troubleshooting
- automated business logic, including provisioning, monitoring, and analysis

NBBS offers features that set it apart from other service and device management platforms, such as:

- multi-vendor network support, providing seamless integration into providers' existing OSS systems, including provisioning, billing, and customer support

- multi-vendor CPE support, allowing management of third-party devices

- powerful device management for simplified, reliable management of all configurable devices at the network edge

- sophisticated policy management for consistent policy implementation across different CPE

- field-proven scalable and secure architecture, scaling from a few to millions of devices using highly secure administration

Support from the Gateway to the Desktop

NBBS's operational efficiencies and cost savings can be extended from the gateway to the subscriber's desktop with eCare, Netopia's Web-based on-demand remote support application. eCare allows technical support staff to reach out over the Web and resolve customers' problems through a browser-based interface to the subscriber's desktop. Powerful, interactive, permission-based features combined with robust security and real-time reporting deliver a customer care solution that improves support center efficiencies and creates happy customers.

Together with NBBS, eCare complements existing customer support strategies and eliminates the ambiguity and frustration often experienced by help desks. NBBS enables support teams to see gateway configuration and status, while eCare enables

knowledge and control of the desktop and connected devices. This unique level of visibility is only available from Netopia.

NBBS and eCare Deployment Options

Both NBBS and eCare are available as licensed software or hosted at Netopia's world-class hosting facilities. To reduce time to market and up-front capital expenditures, service providers may select a hosted solution, quickly taking advantage of the features and functionality of NBBS and eCare without the need to purchase or maintain additional capital equipment.

For large-scale implementations, NBBS and eCare are available as licensed software that can be custom branded and integrated with existing systems by Netopia's Professional Services Organization (PSO).

Netopia Service Assurance

NBBS and eCare are compelling solutions that enable service providers to increase subscriber revenues through quick delivery of enhanced services, to reduce costs through operational efficiencies, and to reduce churn through increased customer satisfaction.

Innovative products. Innovative solutions. Service delivery options from a company that will make them work the first time and every time. That's Netopia Service Assurance!

Corporate Headquarters
Netopia Inc.

6001 Shellmound, 4th Floor
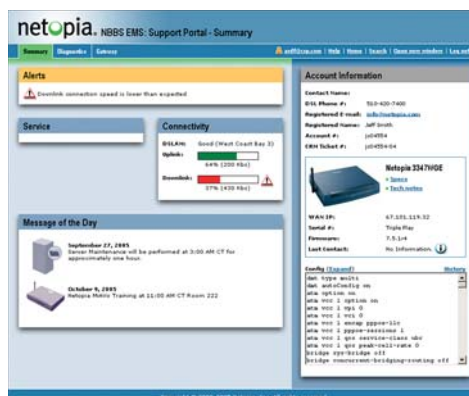Emeryville, CA 94608
Main (510) 420-7400
Fax (510) 420-7601

Europe Headquarters

2 Rue du Docteur Lombard
92442 Issy Les Moulineaux cedex
France
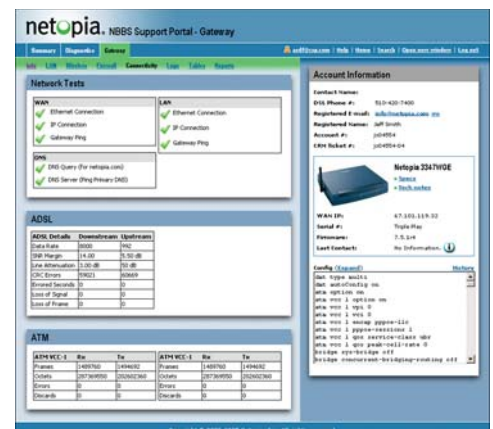+33 (0) 1-45-29-91-00 main
+33 (0) 1-45-29-91-09 fax

Asia Pacific Headquarters

Asia Pacific Headquarters
No. 8 Jalan Senyum
Singapore, 418143
+ 65 6492 0300 main

www.netopia.com

NBBS Support Portal

Gateway Connectivity