

vantiva 

# ECO Service Management

Simplify the delivery,  
management, and support of  
subscriber services and devices



# Keep up with rapidly evolving services and technology

Competition among service providers is driving an evolution in subscriber services.

Service providers must keep up with emerging connected-home services like home security, smart home automation, telemedicine, energy management etc. Customers demand higher bandwidth and more reliable connections as the complexity of the home network continues to grow as subscribers connect more connected devices.

Service providers are pressured to adapt to evolving services, business models, and technology. The cost to both budget and time to market is significant, and impacts growth and profitability. ECO Service Management simplifies the delivery of next-generation services and manages the complexities of blending emerging consumer devices and next-generation technology.

ECO Service Management enables the lifecycle management of devices and services, and empowers mission-critical business operations such as activation, auto-provisioning, customer support, firmware update campaigns and assurance.



## Deliver new revenue-generating services quickly and profitably

ECO Service Management enables service providers to accelerate the time to market for new connected home services by leveraging common platform features for operations management, data collection, and support. It provides visibility, control, and automation. Services are modelled to capture complex business logic required for delivery, management and support. Service providers can add and extend service descriptions without disrupting northbound integrations.

## Integrate seamlessly with external systems

Using its flexible Northbound Interface (NBI), ECO Service Management integrates into existing service provider environments to interact with Operational Support Systems (OSS) and Business Support Systems (BSS), such as Customer Relationship Management (CRM), customer care, inventory management, and provisioning systems. After they are integrated, these external systems call ECO Service Management to perform tasks that are part of mission-critical business operations, such as service provisioning.

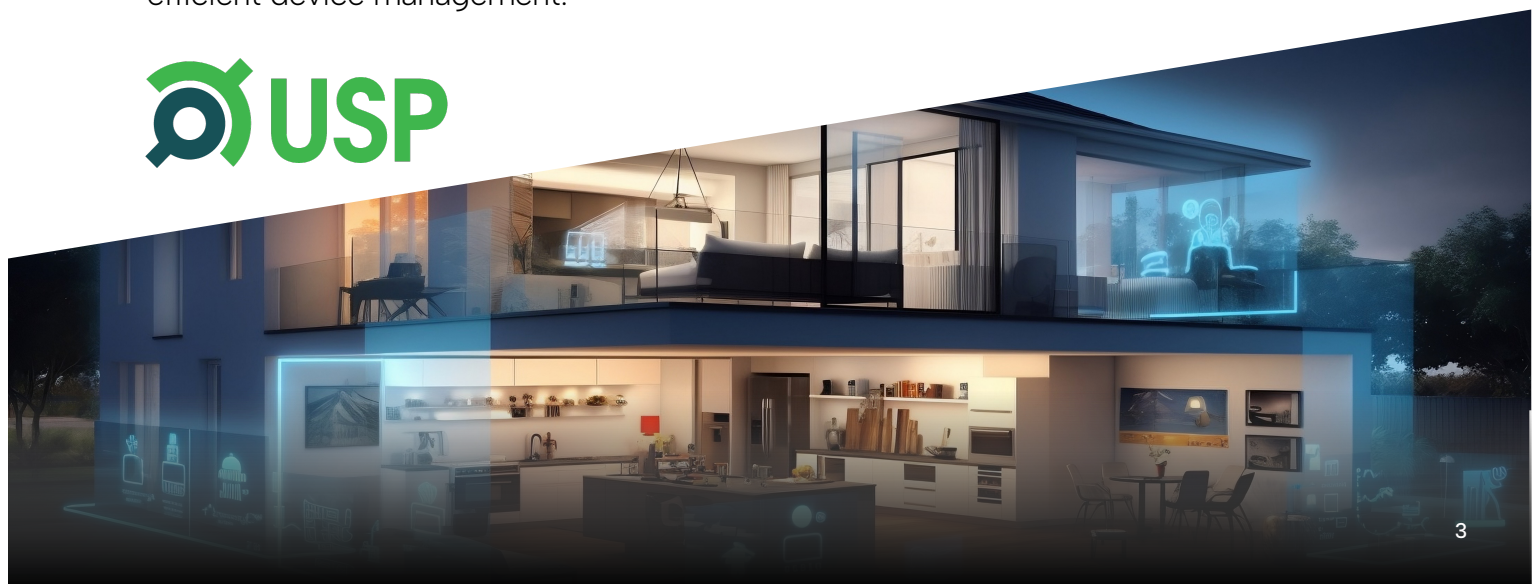
## Provide consistent and effortless experiences to maximize customer satisfaction

ECO Service Management auto-provisioning capabilities enable automated activation of services, making the process seamless for subscribers. Information and automation can be blended into existing subscriber interfaces such as IVR systems, customer apps or portals, enabling self-service experiences that provide subscribers with visibility into their services and devices, help them self-manage their services, and resolve their own issues.

In addition, ECO Service Management enables powerful and simplified customer care applications that allow customer service representatives (CSRs) to identify and resolve root cause problems quickly and efficiently. To troubleshoot issues, CSRs can view details about the subscriber's network and run diagnostics to gather information.

## Employ the latest open-standard protocols

ECO Service Management supports TR-369/USP, enabling more flexible, resilient and efficient device management.





## Cloud Native

ECO Service Management's cloud native architecture enables it to be deployed quickly and scaled to all sizes of service provider, adapting as the subscriber base changes. Vantiva uses a DevOps, CI/CD software development model for more frequent, higher quality software updates.

## Modular

ECO is modular and can be configured to meet specific service provider requirements. It is designed to be integrated into existing management and customer services systems.

## Support for open standards

ECO Service Management supports open standards device management protocols such as TR-069, TR-369/USP.

## Professional Services

Vantiva's highly experienced professional services team is available to advise, configure, integrate the ECO platform, and to help optimize operational and customer service processes.

# ECO Products

## ECO Manage

Management and support of services and devices.

## ECO Control

Enables lifecycle management and support for devices utilizing USP/TR-369 standard

## ECO Collect

Enables service providers to monitor service quality and understand subscriber experiences through the collection and analysis of subscriber and device data.

## ECO Assist

An application for customer support agents use to troubleshoot and resolve complex subscriber issues.

## ECO Monitor

For use by operations personnel to oversee subscriber service availability and quality

## ECO Inquire

Enables marketing personnel to evaluate subscriber behaviors, preferences, and experiences..



**ECO Service Management** is the result of over 20 years of development and has enabled service providers across the globe to improve service quality for their customers.

Visit: [www.vantiva.com](http://www.vantiva.com)

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