amino SM

CLOUD-BASED
SERVICE
MANAGEMENT

amino

Customer loyalty is critical in competitive markets.

AminoSM Engage is our service management platform providing a suite of management tools that let you efficiently manage and proactively support deployed devices and improve your quality of service across any network.

Service Management - Simplified!

AminoSM Engage is a flexible solution designed to enhance the operator-to-subscriber relationship. Engage provides tools to easily register, configure and manage the device lifecycle. From firmware management and remote troubleshooting to device control and quality of service metrics, we not only help you deliver your services with confidence, we help you reduce support costs and help simplify your service deployment.

Key features of our multi-award winning solution include:

- Streamline customer support with remote visibility of the subscriber's on-screen menus

- Proactively address issues impacting QoS and subscriber QoE by improving insight and correlating metrics

- Simplify device deployment and management using a centralized user interface

A platform to serve the connected home

The connected home will continue to evolve. More than a platform for remote support or useful analytics, Engage acknowledges that the connected consumer is accessing video content through an increasing volume of devices. While Engage provides many levels of TV device support, Engage can also support other connected devices in the future.
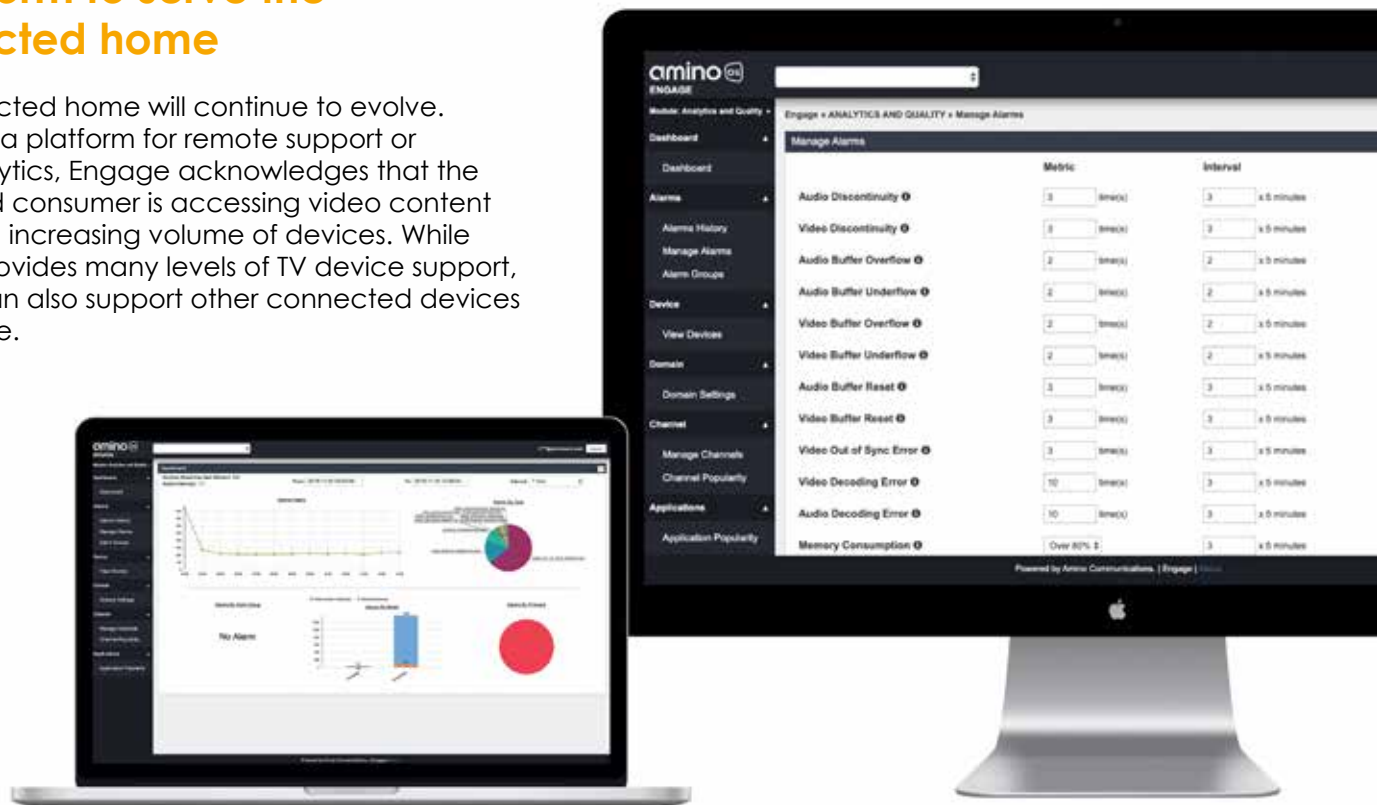
See what your customer sees

Our Engage Service & Support module is unique in allowing customer service representatives (CSRs) to remotely view and control subscribers' on-screen menus – in real time. With tools to personalize engagement, CSRs can diagnose problems quickly and accurately while guiding callers through advanced features. Subscribers spend less time on the phone, resulting in higher levels of customer satisfaction while operators benefit from lower support costs.

Centralized, flexible software management

Our field proven Device Management module provides a logical user interface and methodology for managing software and firmware changes, Technicians can establish device groups to simplify updates or test new services. Reliable and cost-effective firmware upgrades keep assets in the field longer and reduce CAPEX.

Provide Proactive Support

Engage Analytics & Quality is a proactive tool monitoring deployed devices and providing alarms and alerts for device parameters that may impact quality of service and customer satisfaction. Built upon 20+ years of experience troubleshooting and fixing IPTV and OTT service issues, this module focuses on those events that are known indicators of a troublesome installation and helps to identify the root cause of such issues. Now issues are identified and resolved before a customer calls.

AminoSM Key Benefits

- Reduce CSR time spent on support calls
- Easily add new features, capabilities and content – immeasurable value
  - For AndroidTV deployments – this is the only choice for device management
- Reduce truck rolls with remote software updates and proactive problem resolution

To find out more please contact an Amino representative

sales@aminocom.com   **www.aminocom.com**