



# Amino Engage

SaaS Platform for Centralized Device Management

Customer loyalty is critical in competitive markets. Amino Engage is our cloud-based platform focused on improving an operator's operational efficiency. It provides a suite of tools that enables operators to easily view, activate and manage deployed devices.

## Service Management – Simplified!

Engage is a flexible solution designed to enhance the operator-to-subscriber relationship. Engage simplifies the process to configure and control set-top boxes from registration to activation and ongoing lifecycle management. It centralizes remote troubleshooting and firmware management while also providing visibility to key service metrics. Engage not only enables operators to deliver video services with confidence, it helps to reduce support costs.

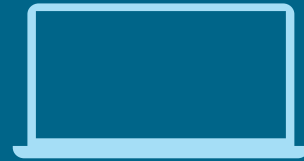


# Key features of our multi-award-winning solution include:



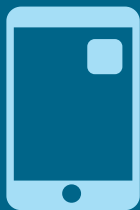
## **Streamline customer support**

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



## **Simplify device deployment**

and management using a centralized user interface



Support for **Android APP** bundles



View **connectivity** and **performance diagnostic data** about issues impacting QoS and subscriber QoE

# Align with your subscribers

Our Engage Service & Support module is unique in giving customer service representatives (CSRs) a real-time view of the subscriber's screen. They see what the subscriber sees, enabling them to better understand the issues the subscriber is facing.

## The module gives CSRs:

- remote view and control of subscribers' on-screen menus
- connectivity and performance diagnostic data about the set-top box and connected TV
- data relevant to network download speeds that may impact the effective data rate to the STB

With tools to personalize engagement, CSRs can diagnose problems quickly and accurately while guiding callers through advanced features. Creation of macros can allow CSRs to quickly resolve common problems, meaning both CSRs and subscribers spend less time on the phone, and operators avoid scheduling on-site visits. The result is higher levels of customer satisfaction and lower operational expense related to customer support.



## Open-stand, flexible software management

Our field proven Device Management module provides a logical, centralized interface to easily manage software, firmware and Android APPs.

### Key capabilities include:

- Batch upload of device serial numbers
- Configuration of set-top boxes and device groups
- Schedule software and firmware updates

Technicians can establish device groups to simplify updates or test new services. Reliable and cost-effective firmware upgrades keep assets viable, extending the device lifetime value and reducing CAPEX.

# A platform aggregating data from a variety of sources

Data is at the root of managing and supporting connected devices. Engage is more than a platform providing the tools to simplify device management or enable remote support. Engage integrates data reflecting download speeds, WiFi performance and connected TVs.

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.

Of course it provides insight about device status, history, firmware and more, but it also provides insight about how your subscribers are using the device and accessing content.

## Amino Engage Key Benefits:



Reduce CSR time spent on support call



Easily add new features, capabilities, apps and content



Reduce truck rolls with remote software updates and proactive problem resolution

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