

iCX - MANAGE AND MONITOR CPEs INTELLIGENTLY

Operator Trends

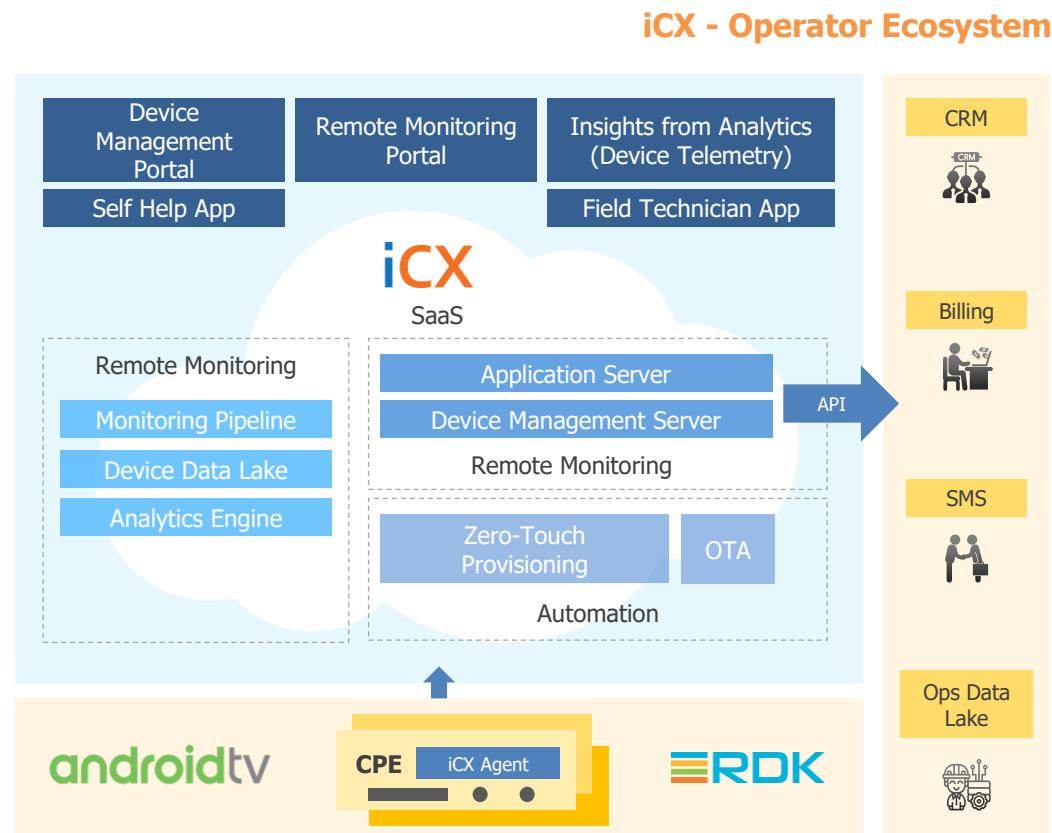
Transforming to a Higher Level of Digital Maturity

- Migration to the cloud and streamlined operations to respond quickly to new market conditions
- Focus on sustainability initiatives like lowering the carbon footprint
- Advanced data analytics to help with differentiated experience in areas such as customer onboarding, personalization, troubleshooting, and others

iCX Features

Remotely Monitor and Manage CPEs for intelligent Customer eXperience

- Pay-as-you-go SaaS model
- GDPR compliant
- All-In-One intuitive device management portal
- Remote firmware upgrades, remote screen assist
- standard REST APIs
- Proprietary deep learning algorithm for insights
- Real time monitoring of 100+ parameters, configurable notifications
- Support various device types such as set top boxes and gateway routers extendable to 5G/IoT devices
- Cloud-secure with multi-layered authentication and authorization, geo-filtering, and more



Success Stories

India's leading MSO

"iCX enhances customer experience of Pay TV subscribers by modernizing the management of Android STBs"

One of world's largest operators

"iCX is selected for the software management of connected devices across EU footprint"

iCX - Cloud-Scale | Feature-rich | Secure

Improve Operational Efficiency

- Optimize workflow through simplified operations and intelligent firmware upgrades
- Proactive monitoring and self-healing mechanisms to reduce call volumes, truck-rolls
- App-based assisted diagnostic service for field trials management and faster roll-outs

And More...

- Stop revenue leakage by blocking the use of the unauthorized device, pirated content or malicious apps
- Contributes to operator's journey towards carbon emission reduction and 'Green Networks'



Enhance Customer Experience (CX)

- Accelerates customer onboarding with Zero-touch provisioning and self-care App
- Quick problem resolutions through high visibility dashboards remote screen assist
- Hyper personalization through recommendations from advanced analytics

