

Advanced Diagnostics for Your Broadband Network



Want to reduce your operational costs and increase customer satisfaction in your broadband business? Of course you would. We can do just that. TruVizion's easy-to-use interface and wealth of real-time and historical information makes it an invaluable tool for multiple disciplines within your organization.

Here are just a few of the reasons you'll love TruVizion.

Slash Subscriber Support Costs

Many tools don't provide a lot of useful information, and some seem to require an advanced degree to use. TruVizion's intuitive modem dashboard gives your staff — from first-level support reps to RF engineers — the data they need to make a difference. They can quickly locate a subscriber and view a summary of the current status of the modem on a single, easy-to-read screen, including RF levels, bandwidth use and flaps/retrains. For cable modem subscribers there's even a panel that shows the current status of the upstream channel, including number of off-line modems and ranging modems, as well as bandwidth levels, codeword errors and average SNR. The comprehensive and uncluttered information in TruVizion helps your staff determine whether the problem is in the home, or somewhere in the plant affecting other subscribers.

Recover from Outages More Quickly

When you're experiencing an outage, every moment counts. Reduce the time that your subscribers are without service by deploying the right technicians and equipment to the right location in a timely manner. TruVizion provides your staff with key information along with a geographical representation of any issues as they are happening. One click will display a map of all subscribers, and color-coded pins indicate each modem's status and alert level.

Improve Your Network

Powerful reporting and historical data in TruVizion will help your staff track down systemic plant issues, including those intermittent ones that are hard to find. View a modem's readings as they stream live, or plot the historical data over the last 24 hours, 7 days, 30 days or 90 days. One more click will overlay graphs from five nearby modems so you can compare levels and look for corresponding trends. With one click you can also view a report of all customers who are experiencing a specific problem, and one more click will display those modems on a map.



TruVizion is a first. It's the only application to provide powerful modem and network diagnostics for both cable and DSL networks, and it has a host of unique features not available in other diagnostic and monitoring tools.

**Reduce
truck rolls
and time spent
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Reduce Truck Rolls and Time Spent In the Field

TruVizion provides the data needed to efficiently target your field resources. By having a clear picture of what the problem is and where it's occurring you can avoid some truck rolls and shorten others. Plus, our TechVizion mobile app gives your technicians the power of TruVizion in the palm of their hand. Current and historical readings for any modem on your plant can be pulled up from any location. Not only does this reduce time in the field, it can eliminate the need for some of the expensive test equipment your techs carry around. TechVizion is compatible with the iPhone, iPad, Android-based phones and tablets, as well as the Kindle Fire.

Quickly and Accurately Provision DSL Modems

Provisioning DSL modems by hand adds significantly to the time needed to bring up each new subscriber, not to mention the mistakes that can be made. With TruVizion's TR-069-based Auto Configuration Server (ACS) you no longer have to open, power-up and configure every DSL modem manually. Just associate the modem's MAC address with the customer account and our ACS takes it from there. TruVizion also makes it easier to manage DSL modems on a day-to-day basis. Ever have a customer press the reset button or have a modem lose its configuration some other way? One click by your support rep remotely reboots the modem and restores the last known config, including customer-specific ones like wireless security and firewall settings.

Increase Customer Satisfaction and Revenue

Resolving individual customer issues more quickly, shorter outages, an overall improved network—all of these things will lead to happier customers. Happy customers are less likely to change providers and more likely to tell their friends and neighbors about your great service.

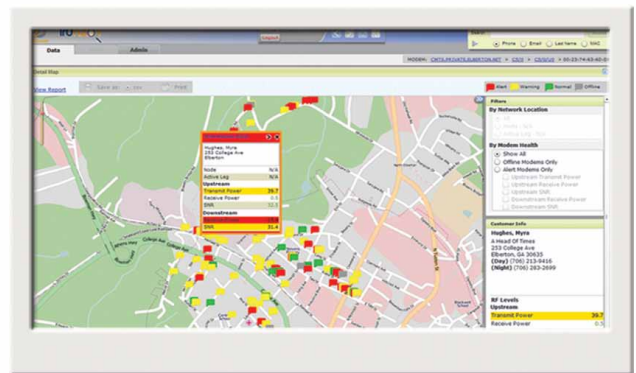


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Easy Interface. Data is received from the Cable or DSL modem instantly, at the moment it is requested, and updates automatically every 60 seconds.



Intelligent Mapping. Filter the map display by offline or out-of-spec modems, or by a specific RF level or network location.



Comprehensive CMTS Diagnostics. Pinpoint outside plant problems & outages with a concise view of the equipment. Color-coded bars clearly identify high-priority issues.