

Powerful Diagnostics for DSL Networks

- ✓ Reduced Costs
- ✓ Better Service
- ✓ Happier Customers



Improve operational efficiency and customer support

How quickly do you recover from outages? Are you able to easily see which modems have come back on-line? When troubleshooting individual subscriber issues, can your support reps quickly tell if a modem is having a problem now or what its status was yesterday? Can they reboot a modem with one click?

Introducing TruVizion, a powerful, first-of-its-kind diagnostics solution for DSL providers. You haven't seen a tool like this. TruVizion's easy-to-use interface and wealth of real-time and historical information makes it invaluable for multiple disciplines within your organization. Powerful modem diagnostics, reports, graphs, maps and drill-in functions provide both the summary and granular data needed to more efficiently troubleshoot a DSL subscriber or a plant-wide issue, which translates to a reduction in operational costs and an increase in customer satisfaction.

TruVizion leverages ZCorum's proven diagnostic tools used by the cable modem industry and the TR-069 standard for DSL to provide a unique modem management and diagnostic solution for DSL networks.

Intuitive Modem Dashboard

Customer search tools allow you to locate accounts quickly and then view a summary of the current status of the modem. Data is presented real-time on a single, easy-to-read screen, including RF levels, bandwidth use and retrains. Other useful information available on the Modem dashboard includes the modem's MAC address, IP address, brand, model and firmware version, as well as any attached CPE devices recognized by the modem.

Intelligent Mapping

TruVizion also helps you reduce costs associated with truck rolls by allowing you to geographically pinpoint issues. You can map all subscribers and see color coded pins that represent modem status and alert levels. Modems displayed on the map can also be filtered by status or type of alert so you can quickly zero in on the problem, making it easier to deploy the right technicians and equipment to the right location in a timely manner.

Powerful Reporting

TruVizion includes drill-in reporting that highlights subscriber and plant issues. See all customers affected and map their locations with a single click. View modem readings as they stream live, or plot the historical data over the last 24 hours, 7 days, 30 days or 90 days. With one more click you can overlay graphs from five nearby modems to compare levels and look for corresponding trends.

Faster Provisioning

With TruVizion's TR-069-based Auto Configuration Server (ACS), you no longer have to open, power-up and configure every DSL modem. Just associate the modem's MAC address with the customer, and our ACS takes it from there. Ever have a customer press the reset button or have a modem lose its configuration some other way? One click by your support rep will do a remote reboot of the modem and the ACS will restore the last known config, including customer-specific ones like wireless security and firewall settings.



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



ZCorum™

MANAGED BROADBAND SERVICES
1.800.909.9441
4501 North Point Parkway, Suite 125
Alpharetta, GA 30022
ZCorum.com | TruVizion.com
Facebook.ZCorum.com
Twitter.com/ZCorum

