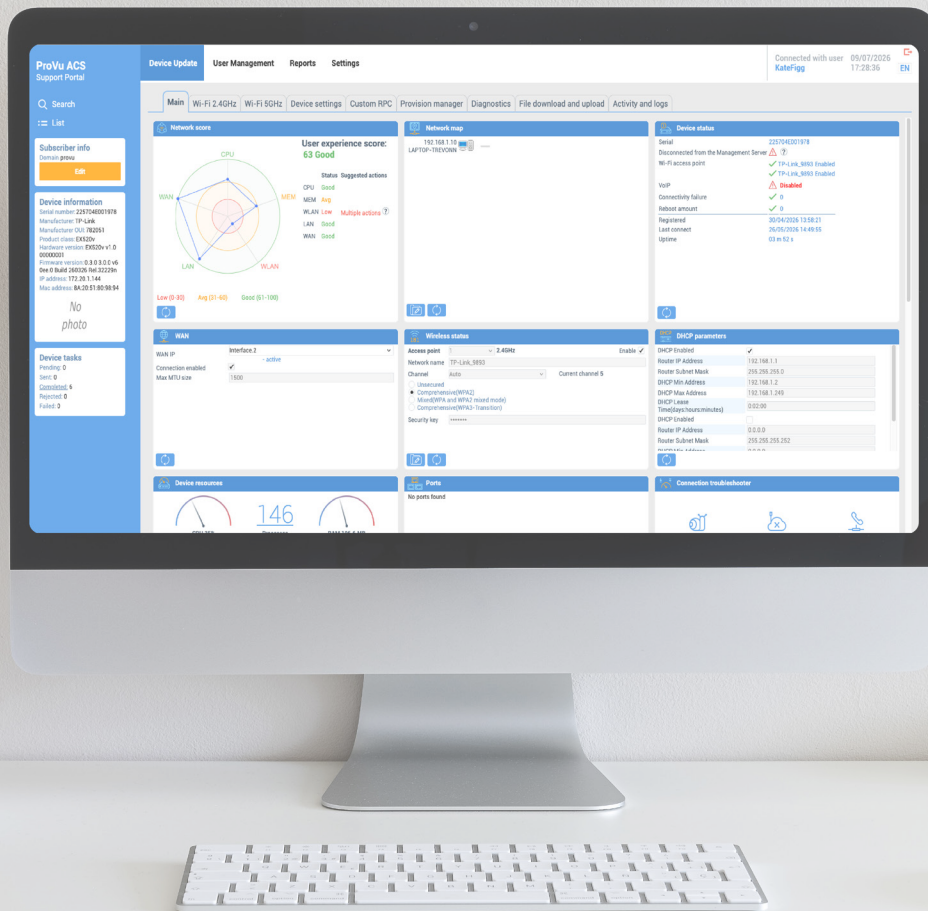




Device Management Platform

Manage, Monitor and update your customer's devices from a single cloud platform.



Provision

Provision any TR-069 or TR-369 enabled device.



Manage

Remotely manage devices from any manufacturer.



Support

Diagnose, fix and maintain devices anytime, anywhere.

Welcome to the Future of Networking Device Management

Managing hundreds or even thousands of devices can quickly become a time-consuming challenge. ProVu's remote Device Management Platform removes the complexity. Through this powerful platform, Service Providers have complete visibility and control over their deployed end points.

Built specifically for Service Providers, our vendor-agnostic solution simplifies device management, streamlines support processes and helps reduce operational costs. Whether you're a regional ISP, MSP or national network operator, ProVu provides the tools you need to efficiently manage your entire estate of networking devices.

A Completely Brand Agnostic Platform

- ✓ Compatible with any TR-069 or TR-369 (USP) enabled device
- ✓ Works with devices from any manufacturer
- ✓ One Platform
- ✓ Full visibility & control
- ✓ Hosted in the UK
- ✓ Fully managed by ProVu



Already have devices deployed that weren't purchased through ProVu? No problem. We can adopt and onboard third-party devices onto the platform for you.

Networking Brands We Supply



1. About the Platform

Our Device Management Platform gives you complete visibility and control over any TR-069 and TR-369 enabled device. This includes all networking equipment; Routers, Gateways, Switches and Access Points. The platform is hosted and fully managed by ProVu in our UK data centre, meaning there is nothing for you to install, maintain or support - simply enjoy centralised management of all devices on your network, from our simple to use portal.

Whether you're provisioning new customer services, deploying firmware updates, running remote diagnostics or empowering your support team to resolve issues without the need for an engineer visit, our ACS platform simplifies every stage of device management.

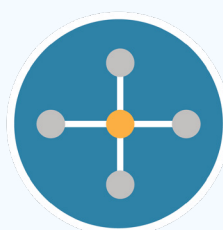
Supporting both TR-069 and TR-369 compliant devices, the platform provides a scalable, future-ready solution designed to grow with your business and support your deployments for years to come.



Fully hosted &
Managed by ProVu in
a UK data centre



Compatible with any
brand - Our platform is
vendor agnostic



Supports TR-069 &
TR-369 enabled devices
on one platform



Designed for
Service Providers
of all sizes

2. Device Management Console

At the heart of our platform sits the Device Management Console. Here you can access your entire estate of devices through a simple to use, intuitive web interface. From here, your team can locate any device in seconds, understand its current state and take action immediately.

Capability	What it means for you
Complete Device Inventory	A real-time view of every managed device - online status, firmware version, device type and subscriber association, all in one place. No spreadsheets, no guesswork.
Instant Device Search	Find any device instantly by serial number, MAC address, subscriber ID, or device type. Drill straight into the device you need without navigating through complex menus.
Remote Configuration	Read or update any device setting remotely such as: internet service parameters, DNS, VoIP, QoS, all without having to send an engineer to site or asking the end user to do anything themselves.
Remote Reboot & Reset	Reboot or factory reset any device with a single click. This is one of the most effective ways to resolve common faults, instantly from the comfort of your own desk!
Configuration Backup	Automatic configuration backups mean you can restore a device to a known-good state in seconds. This is ideal for replacing faulty hardware or recovering from accidental changes.
Multi-Vendor Device Support	Manage devices from any manufacturer on the same platform. With our ACS, you can easily combine deployed kit or switch manufacturers without having to integrate with a new system.

3. Dual Protocol Support: TR-069 & TR-369

With support for both TR-069 and TR-369, the ProVu device management platform is fully future proof. TR-069 is the industry standard protocol used by the majority of broadband equipment today. TR-369 on the other hand is the next-generation standard which is beginning to be adopted across 5G, fibre and FWA networks.

For a simple user experience, we enable both protocols to be managed from the same interface.

TR-069 (CWMP)

The proven, established standard.

- ✓ Supported by virtually all broadband devices in use today
- ✓ Enables full remote management, provisioning and diagnostics
- ✓ Works with xDSL, GPON/FTTH, DOCSIS, FWA, and VoIP devices
- ✓ Provides encrypted, authenticated sessions for every connection

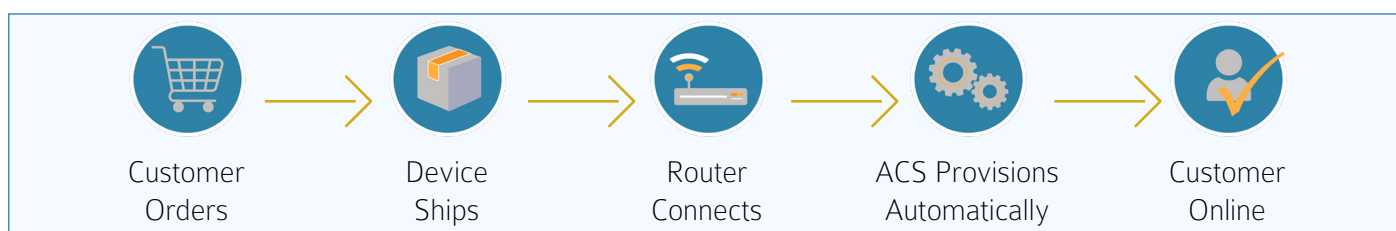
TR-369 / USP

The next-generation standard.

- ✓ Built for 5G, Wi-Fi 6/7 and cloud-native networks
- ✓ Offers enhanced end-to-end security and real-time messaging
- ✓ Allows you to manage legacy TR-069 and new devices side-by-side
- ✓ Future-proofs your management investment as your networks evolve

4. Zero-Touch Provisioning

Provisioning devices for new customers is one of the most time consuming tasks when running a broadband network. Our platform takes away a lot of the hardwork with a range of automated services.



Capability	What it means for you
Plug & Play Onboarding	New devices configure themselves on first connection. No pre-staging in a warehouse, no configuration files to send or calls to be made. We ensure your customers are online faster, while minimising set up and shipping fees by shipping direct to site on your behalf.
Service Profile Templates	Define service templates for each package you offer. Whether it's broadband, VoIP or IPTV. We'll make sure our platform applies the right template based on your customer's selected service.
Automatic Re-Provisioning	If a subscriber factory resets their router, the platform detects it and automatically re-applies their service configuration. No need for a support call, the service can be simply restored without intervention.
Faster Customer Activation	New service activations that previously required an engineer or back office configuration can be completed automatically. This gets your customers online sooner, reduces costs and removes the risk of manual errors.
Consistent Configuration	Every device is provisioned exactly to your defined template - eliminating the risk of configuration errors and inconsistencies which can occur with manual setups.

5. Firmware Management & Updates

Keeping firmware up to date across thousands of devices used to mean manual intervention, guiding customers over the phone or even sending engineers to site. With our platform, you schedule an update once and the platform handles the rest - automatically, at a time that suits your network.

				
Bulk Updates	Scheduled Updates	Staged Rollouts	Progress Tracking	Bug Fixes

Capability	What it means for you
Bulk Update Campaigns	Select your group of devices, a specific model, software version, or your entire estate and let our ACS platform push your chosen firmware update automatically without having to touch a single device.
Scheduled Off-Peak Updates	Choose when updates run - overnight, at weekends, or during your preferred maintenance window. This ensures your customers' service is never disrupted during business hours or at peak times.
Staged Rollouts	For peace of mind, we enable you to roll out firmware updates to a small group first. This gives you chance to confirm it is working before rolling it out to your entire estate. Reducing the risk, and giving you the confidence before committing to a full fleet update.
Progress Tracking	See exactly how your updates are progressing. Here you can view how many devices have updated successfully, how many are pending and if any errors have occurred.
Security & Bug Fix Delivery	Apply critical security patches and manufacturer bug fixes to your entire device estate quickly and reliably, without any customer involvement or manual effort.

6. Speed & Latency Testing

When a customer calls to say their broadband is slow, your team needs objective data. Our integrated testing tools let your engineers run remote speed, latency and connectivity tests directly from the customer's routers within seconds.

				
Speed Tests	Latency & Ping	Traceroute	Instantly Available	Schedule Testing

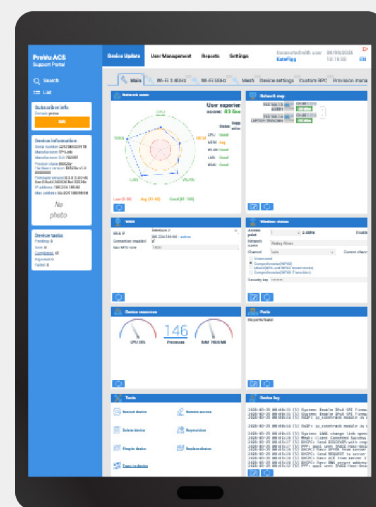
Capability	What it means for you
Remote Speed Tests	Measure real download and upload throughput directly from your customer's devices. Remove the need for any third-party tools and access reliable data to diagnose complaints accurately.
Latency & Ping Tests	Run latency measurements to identify whether a performance issue is in the last-mile connection, the home network or further upstream - without sending an engineer to site.
Traceroute	Trace the network path from the customer's router to identify exactly where a fault or delay is occurring in the network.
On-Demand During Support Calls	Tests are initiated from the support portal during a live call with your customer. Results appear in seconds, giving agents the information they need to resolve the fault or escalate confidently.
Schedule Baseline Testing	Run periodic automated tests across groups of devices to establish performance baselines and catch network degradation before customers notice - helping you to take a more proactive approach to your support services.

7. First-Line Engineer Support Portal

Our portal is purpose-built for your first-line engineers and helpdesk team. It is a straightforward, simple to use interface designed to enable you to view granular information such as a single device or customer information. This gives your team access to the data they need to swiftly handle the most common faults, without needing access to the full engineering console.

- ✓ Designed for first-line support staff - simple, focused and easy to use
- ✓ Scoped to individual customers and their devices to prevent accidental changes to the wrong equipment
- ✓ No engineering knowledge required - the platform does the hard work

Capability	What it means for you
Customer & Device Lookup	Find a customer's device instantly by account number, name or device ID. The portal will display a clear summary of the device's current status; making it simple to identify if it is online, the firmware it is operating on and when it was last seen connecting.
Live Device Status	See whether the device is online or offline, what services are active and key connection details. This gives your team an immediate picture before the customer has finished describing their issue.
Remote Diagnostics	Run speed tests, ping and traceroute from the customer's device during the call. Your team can access real data rather than just reports, enabling a faster and more accurate fault diagnosis.
One-Click Reboot	Reboot the subscriber's device directly from the portal. This resolves the majority of common connectivity and service issues without asking the customer to do anything themselves.
Configuration Check	View the current configuration applied to the device to confirm services are correctly set up - this helps to quickly identify misconfigurations that may be causing the fault.
Firmware Version Check	Immediately see which firmware version the customer's device is running. This is particularly useful for diagnosing known issues with specific software versions.
Escalation-Ready	When an issue needs to go to a second-line engineer, there is a clear history of any previous actions taken - simplifying the handover, reducing duplicate work and streamlining the customer's experience.



More than just box shifting. We offer our resellers access to a whole range of clever tools designed to ease the deployment of devices both pre and post sales. Got a unique request? Speak with us today to discover the art of the possible.

Become a ProVu reseller today, visit:

www.provu.co.uk/reseller

Real data. Faster diagnosis. Happier Customers.

8. Integrations & Future Growth

We've built the platform to integrate with and enhance your existing systems. It includes API connectivity that allows it to seamlessly communicate with your CRM, OSS, BSS and billing systems. This enables you to automate events within your existing workflows when device management actions are taken.

As your business grows, so does the platform. Whether you need to manage more devices, connect to new back-office systems, or explore additional capabilities such as Quality of Experience analytics, our ACS platform will grow with you.

- ✓ API-ready: integrates with your CRM, OSS, BSS and billing platforms
- ✓ Automate service activation and deactivation through your existing workflows
- ✓ Scalable: grows with your customer base with no architectural change
- ✓ Additional capabilities are available - speak with us to discuss what's possible

9. How to Get Started

Getting started couldn't be simpler, simply contact us to find out more about the platform, arrange a live demonstration or discuss how it can be tailored to your network and requirements. Whatever your requirements, our team will be happy to help.

- ✓ Hosted in the UK - fully managed service
- ✓ Dual protocol support for TR-069 and TR-369/USP compatible devices
- ✓ Zero-touch provisioning
- ✓ Remote diagnostics & speed testing
- ✓ Bulk firmware campaigns
- ✓ First-line support portal



Simple

Focused tools for everyday support



Safe

Scoped access to specific customer devices



Effective

Get to the bottom of issues & resolve them faster

Who are ProVu?

ProVu are the UK's specialist VoIP & Networking hardware distributor. We partner with the world's leading manufacturers to offer the very best in class devices. But it doesn't stop there.

We work closely with our partners to develop clever systems which enhance their business and simplify the management of devices pre and post deployment. Through our remote Device Management Platform, we provide a range of powerful tools which are designed to simplify the provisioning, management and support of your deployed devices. Anytime, anywhere.

Welcome to the future of device management.

Become a ProVu reseller today, visit:

www.provu.co.uk/reseller

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