



Modem Defects Detection Platform **APPLICATION FOR TECHNICAL SERVICE CENTERS**



Internet service providers are obliged to solve problems their clients face, whether it is a defect of a modem, a line failure or fault of subscriber, faster than their competitors, in order to maintain customer satisfaction and reduce churn. Modem Defect Detection Platform, developed by Egemsoft, offers two main applications that address these problems.

Each month, 0.1% of all modems in the field are returned to service providers with the claim that the modem is defective. Technical centers receive these modems and without any detailed testing, these modems are shipped to manufactures for refurbishment. Detailed testing results show that at least 80% of these modems are nondefective. Defect detection platform running automatized tests on modems prevents time and costs being wasted at the technical centers in refurbishment process. Immediate defect detection at warehouses is another option, which increases end-user satisfaction. Modem Defect Detection Platform offers a client application for the technical service centers, operating on either a Kiosk or on an All-in-one PC depending upon request. It gives the opportunity to run automated and reliable tests. Configuration problems are solved and firmware updates are done automatically. These systems are controlled and managed by a server application, running at the Main Office.

Features of Client Application

- Automated testing
- User behavior simulation in the user web interface
- Parallel testing of up to 4 modems
- Automatic updates of the client software
- Automatic installation of scripts required for testing of modems with new firmware and model
- Log recording and reporting to the server and printing out the results

Features of Server Application

- Client management and installation of updates
- Collecting results of tests that run on the client side
- Support for web services required for integration with other systems (ACS, SNMP Manager)

Advantages

Detect Defects at Technical Service Centers

- Shipment of devices to vendors without actual problems is prevented
- Refurbishment process duration shortens

Pay less for storage and logistics cost

- No need for keeping backup devices
- No wasted time and extra cost for shipping modems with no defects to vendors

Control Device and Log History

- Device error logs are recorded with technical details
- Awareness for known/unknown issues is created



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