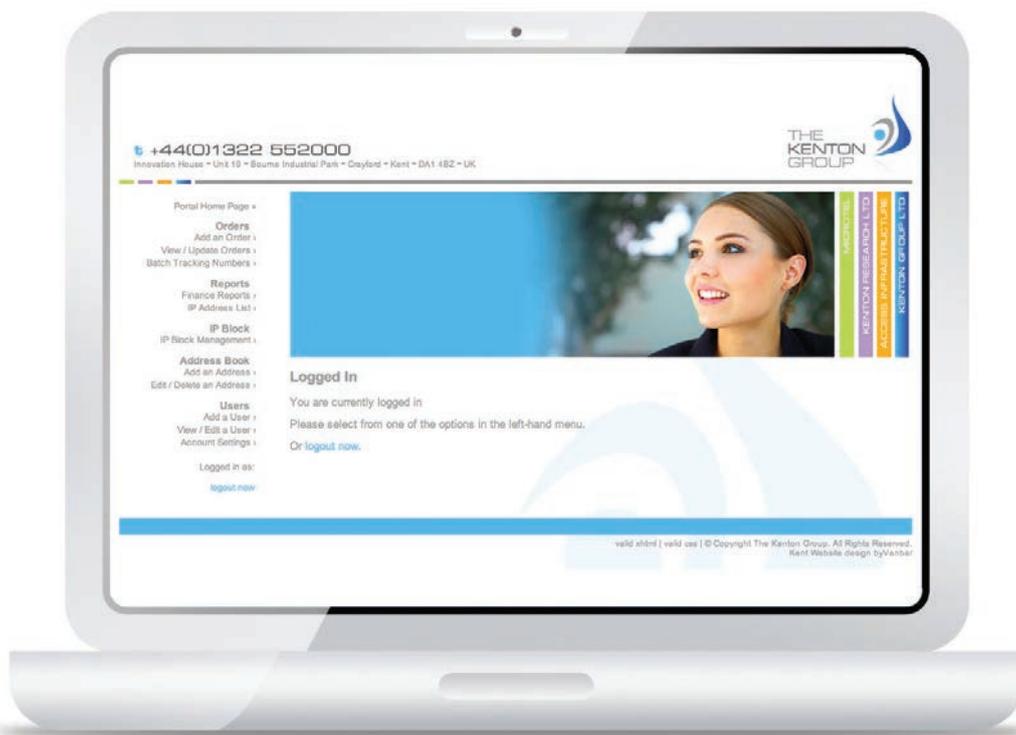


## Kenton – CPE Provisioning Portal



Bespoke • Tailor-made • Provisioning • Order Tracking  
IP Management • Reporting • 24/7 Access • Simplicity  
Increased Functionality • Cost Savings

# Kenton CPE Provisioning Portal

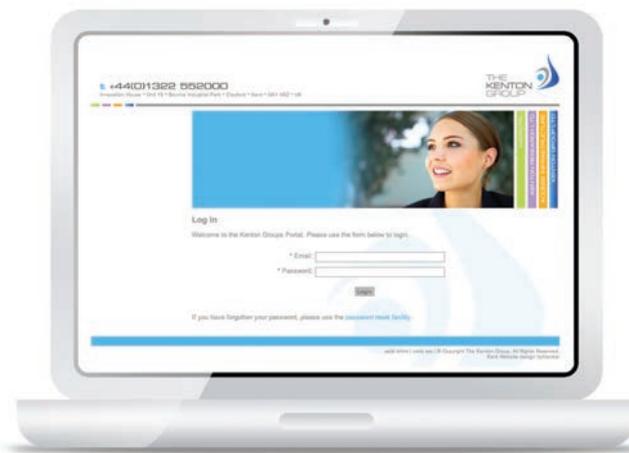
*How it works?*

*Looking to simplify your ordering process?*

*Looking for a more cost-effective solution for configuring routers?*

*Looking to simplify and streamline the supply chain to the “end user”*

*Look no further...*



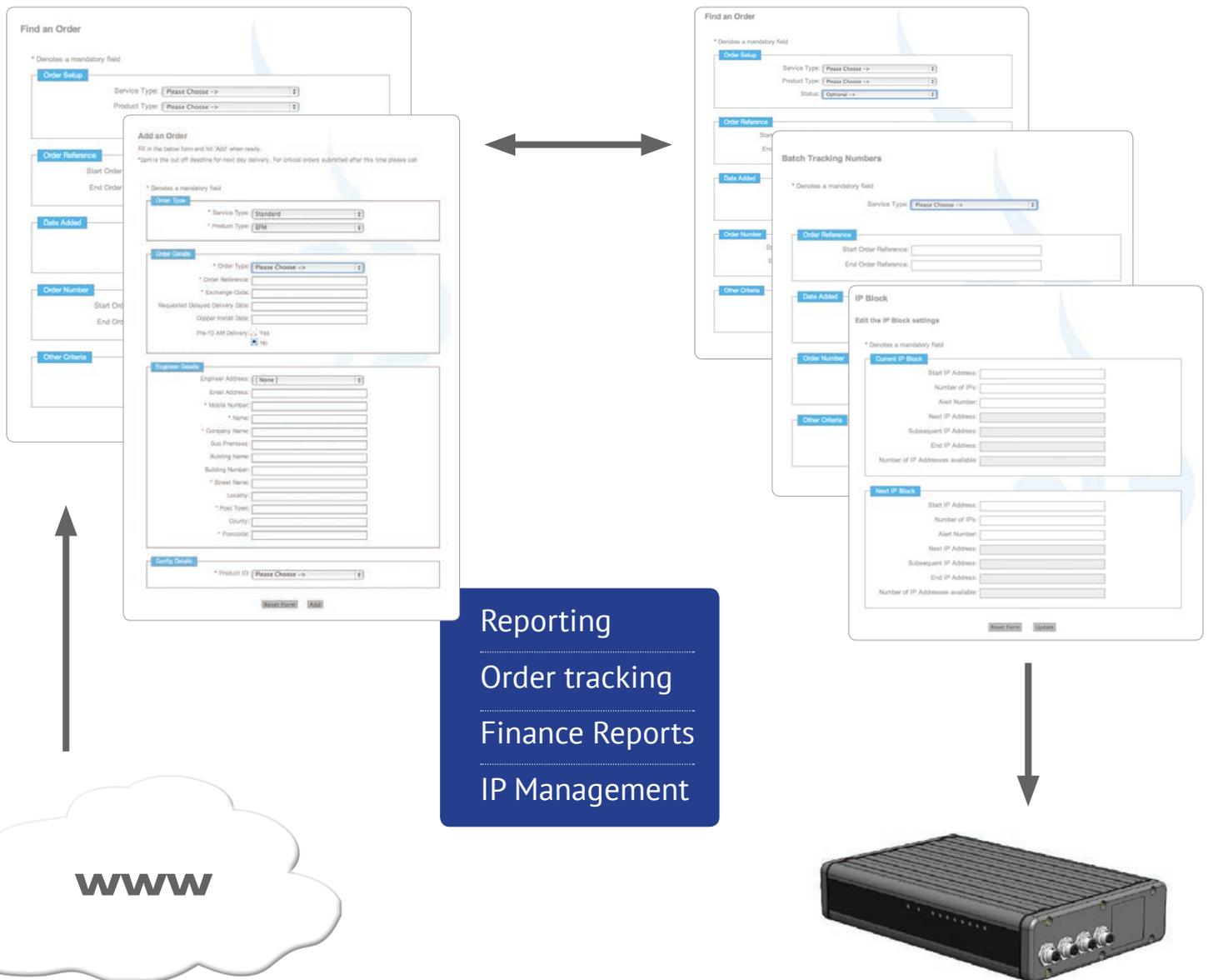
## The Problem

With the complexity of having to deliver individually configured CPE (Customer Premises Equipment) to your end users, the cost in resource and time is escalating out of all proportion to the revenue you can achieve from the customer. The process of placing individual customers orders becomes a time consuming activity, alongside the planning required to schedule the installing all results in mounting costs. Tracking the delivery and installation adds another dimension to the overhead of delivering what your business needs.

“ Providing a simpler, efficient, cost-effective process... ”

## Ordering Portal

## Provisioning Tool



## The Solution

The Kenton Group's Provisioning Portal has been designed specifically to provide a simple and more cost-effective solution for the configuration of end user CPE. It covers the entire process from placing an order through to provisioning and delivery of your end users order.

By listening to the needs of the industry The Kenton Group have developed two mechanisms to seamlessly integrate with your back office systems:

- Manual Entry - a secure website with simple and intuitive entry forms and reports
- Automated Entry – hourly collection of orders direct from your servers in a format of your choice such as XML, SOAP or JSON

Both of these options may be used independently or as a combination of the two, proactively pushing daily email reports to your in-house team.

With every individual customer requirements being different, Kenton's Provisioning Portal can be tailor-made to deliver what your business needs in this highly competitive market. Designed with the purpose of meeting your SLA's and delivering an auditable solution for your customers.

# Kenton CPE Provisioning Portal

*Its functions...*

The Kenton Group currently hosts a series of Provisioning Portals for some of the country's premier operators and ISP's, in order to simplify the product configuration and delivery management process for the supply of CPE. The key objective here is to save time, have a right first time process and a fully auditable system to allow the operator to track every stage of an order from entry to customer delivery.

## Reporting

The Provisioning portal allows for easy generation of reports, both in terms of finance and order details all of which can be tailor-made to meet your needs.

- Finance reports can be generated to show the actual cost of service delivery and can be tailored to offer analysis of the profitability of the product solution.
- Order Reports on IP addresses can display data on type (EFM or ISDN), date, order reference, interface 1, interface 2, default gateway, Mac Address and Exchange Code. Ultimately the possibilities are endless...
- A break down of customised options (i.e. unit type, customer, reseller, country)

## User Management

The user management option enables website logins to be added and edited. Each user is also assigned a user level to dictate which functions they are permitted to use:

- Administrator – full site functions including the ability to add, edit and remove other users putting you in direct control of how you use the Portal.
- Operator – core site functions limited to only those for adding and viewing orders.

And additional user levels can be created for you to directly reflect the structure of your team.

“ Everything you need in one place... the possibilities are endless ”

The image shows two overlapping screenshots of the reporting interface. The top screenshot is titled 'Finance Report' and contains a 'Report Settings' form with a 'Service Type' dropdown menu. The bottom screenshot is titled 'IP Address List' and contains a 'List Settings' form with 'Start Date' and 'End Date' input fields. Both forms include a 'Run Report' button and a 'Reset Form' button. A note at the top of the IP Address List form states: 'Please note there is a limit of 5000 matches on this facility, should your search criteria match more than 5000 orders you will be asked to alter your search criteria before trying again.'

The image shows two overlapping screenshots of the 'User Management' interface. The top screenshot is titled 'Add a User' and contains a 'User Settings' form with 'Status' and 'User Level' dropdown menus, and a 'User Details' form with 'First Name' and 'Last Name' input fields. The bottom screenshot is titled 'Find a User' and contains a 'Search Criteria' form with 'First Name', 'Last Name', and 'Email' input fields. A 'Find Users' button is located at the bottom of the 'Find a User' form.

# IP Address Management

In the case of a CPE configuration, each individual customer may have its own IP address. As one of the most critical configuration parameters The Kenton Groups Provisioning Portal does everything to help you with two options available:

- **Manual Allocation**
  - Enter the IP address directly
- **Automated Allocation**
  - The Provisioning portal manages a defined block of IP addresses that may be configured and will automatically assign IP addresses from this to the orders. This IP address automatically ties to the CPE MAC address.

# Order Management

All details of orders are recorded on the portal. Data is not limited to but includes users names, configurations, MAC addresses and serial numbers. The portal can be fully customised to record the information you need. The Kenton Groups Provisioning Portal covers the entire ordering process.

- **Order Entry**
  - Either manually on the website or automatically retrieving orders once an hour from your servers.
- **Provisioning**
  - Routers are pre-configured and tested to ensure the firmware, hardware and software are of the same revision and working.
- **Real-time order status and configuration details**
  - The information on the Portal is constantly updated by The Kenton Groups provisioning team enabling you to see the exact current status and details of the orders at any time.
- **Shipping and Logistics**
  - Select from a range of delivery carriers.
  - Choose to add orders in advance. They will then be automatically pulled from the Portal to be configured and shipped to arrive on the day they are required.
  - Track the delivery in real-time with the aid of a simple link direct to the carriers status for the order in question.
- **Reporting**
  - Daily email reports sent to your specified users.
  - Daily reports for Automated Entry delivered by XML or a format of your choosing straight to your back-office systems.
  - Generate additional reports whenever you want to via the portal.

The screenshot shows the 'IP Block' configuration page. It has a title 'IP Block' and a subtitle 'Edit the IP Block settings'. A note indicates that an asterisk denotes a mandatory field. There are two main sections: 'Current IP Block' and 'Next IP Block'. Each section contains input fields for: Start IP Address, Number of IPs, Alert Number, Next IP Address, Subsequent IP Address, End IP Address, and Number of IP Addresses available. At the bottom right, there are 'Reset Form' and 'Update' buttons.

The screenshot shows the 'Add an Order' form. It includes a title 'Add an Order' and a subtitle 'Fill in the below form and hit 'Add' when ready.'. A note states: '\*2pm is the cut off deadline for next day delivery. For critical orders submitted after this time please call'. A callout box labeled 'PLACING ORDERS' points to the 'Order Type' section, which includes dropdowns for Service Type (Standard) and Product Type (EFM). Another callout labeled 'UPDATING ORDERS' points to the 'Order Details' section, which includes dropdowns for Order Type (Please Choose ->) and Order Reference, along with fields for Exchange Code, Requested Delayed Delivery Date, Copper Install Date, and Pre-10 AM Delivery (Yes/No). A third callout labeled 'TRACKING ORDERS' points to the 'Batch Tracking Numbers' section, which includes fields for Start Order Number and End Order Number, and a section for Other Criteria with Name and Postcode fields. At the bottom, there are 'Reset Form' and 'Search' buttons.

“ Portals can be customised and branded to meet any service providers requirements ”



# Kenton CPE Provisioning Portal

*Features & Benefits*

## Bespoke

One size does not fit all and Kenton's portal is tailored to each individual customer's needs.

- Customer specific configurations
- Portal customised to meet ISP requirements
- Personalised web interface

## Simplicity & Ease of Use

By using your customised portal the process of placing multiple orders becomes a simple task. With the portal tailored to individual customers needs the correct options to place an order will be easily identifiable. The portal also has the capability to integrate with other automated ordering systems, allowing for this to act as an extension on your current system.

## Increased Functionality

Using a series of defined options the system can automate ordering pre-loaded router firmware and customer specific configurations.

## 24/7 Access

With online access to the portal orders can be placed at any time of day, and orders can be tracked when calls are received by your call centre as well as reports run.

## Cost Savings

The portal allows for CPE to be easily pre-configured, cutting out the cost of manual onsite installation. Simple management of the order process also saves time, which in turn delivers cost savings, adds to your bottom line and improves your competitiveness.

There is also a reduction in the operator's stock holdings, as Kenton procures and manages the CPE stock, which in turn help the operator's cash flow, without the hassle of excess stock at any point in time.

## Security

All web-based communications within the Portal are run on our HTTPS web server using the latest 256bit SSL encryption.

# Kenton CPE Provisioning Portal

## *A Step-by-Step Guide*



### STEP 1 The Build

In order to build the graphical user interface and configuration template the following variables need to be agreed:

- End user detail (i.e. name, address, contact, email)
- Product type
- Customer specific variables (i.e. IP address, node name)

Once these variables have been decided the portal can then be constructed with all the relevant options and data, allowing for the portal to be used to its full potential.

### STEP 2 The Provisioning Tool

The provisioning tool allows the data entered through the graphic user interface to be interpreted. Allowing for customer specific configurations to be automatically built.

### STEP 3 The Physical Elements

Once the order has been provisioned, the CPE unit can then be configured using the following process:

- Plug in CPE (hardware)
- Software & firmware upload. A version check will be carried out. If incorrect the correct version will be reloaded.
- Configuration upload
- Configuration test, if this fails, the whole stage will be repeated.
- Once the CPE has been correctly configured the hardware will be packaged along with the cable packs and documentation.

### STEP 4 The Audit Trail

All the data collected during the provisioning process will automatically be populated back into the portal database.

This will allow the entire cycle of the product from configuration to dispatch to be traceable.

### STEP 5 The Dispatch

On dispatch of the goods the delivery information (i.e. tracking information) will be added to the portal. This allows the service provider to view online tracking on the delivery.

### STEP 6 The Reporting

Following the production and dispatch process the data stored within the portal can then be analysed using the reporting tool.

The reporting function can be customised to build reports according to your specific needs. For example, billing and usage reports.