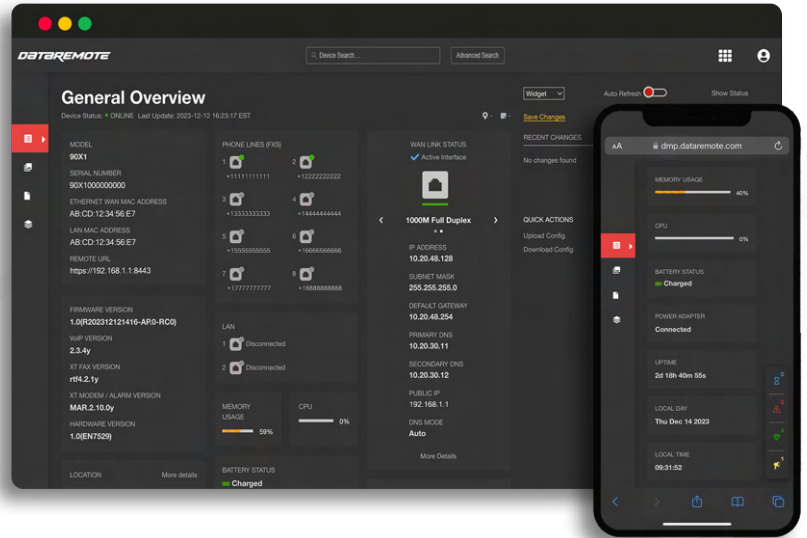


Ara Device Management Platform

Ara is a Device Management Platform for provisioning, troubleshooting, and organizing DataRemote's devices. It is custom-designed to support all DataRemote products and their configuration parameters.

It offers more advanced features than TR069-based platforms, providing total device remote control, smart bandwidth utilization, limited reboot for configuration changes, and robust APIs for integration into internal operations platforms.

Delivering operational efficiency, cost reduction, and an unparalleled customer experience in a secure solution is the core mission of Ara.



Key Features & Capabilities

Real-time access to devices out in the field

- Active connection between device and Ara.
- 30 times bandwidth reduction. *
- Faster provisioning.
- Live diagnostic tools

*Compared to TR069 devices with a 15-minute periodic inform.

Consistent user experience for both local and remote access

- Faster training for support teams.
- All features are available in local and remote access.

Advanced API for full integration with customer systems

- Secure RESTFull API for easy integration into ordering, billing, and care systems.
- Retain the same Real-Time capabilities as remote access.
- API access to all features available in remote and local UI.

Device collection hierarchy structure to manage user levels and access permissions

- Granular role permissions for each collection in the tree hierarchy.
- Multitenant architecture allows delegation for management and monitoring to multiple teams.

Live notifications for real-time device monitoring and analytics

- Stream device notification events into one or multiple webhooks.
- Proactive care.
- Device Discovery events.
- Device offline/disconnect events.
- Networking events.
- A/C power outage and restoration events
- Battery charge status.
- FXS registration status.
- And more.



Business Benefits

Faster Provisioning

Ara's efficient, accurate, and highly available systems guarantee provisioning efficiency.

- Core provisioning functions: Get/Set parameter, firmware upgrade, config upload/download, factory reset, Syslog download, Reboot.
- Fully integrate the Advanced API into ordering and billing systems.
- Confirmation on installation day.
- Fewer reboots necessary.
- Live notifications allow real-time validation for mobile network registration, FXS status, etc.

Fewer & Faster Truck Rolls

Reduce the number of truck rolls and mean time to repair, Ara tools make better-informed technicians.

- Configuration rollbacks prevent the device from becoming inaccessible.
- Enhanced diagnostic tools for field service technicians. Reduces the mean time to repair.
- Unified local and remote views allow faster troubleshooting by field service technicians and the support center.
- Fewer reboots are necessary for configuration changes, reducing the visit time.

Advanced Monitoring

API and live notification features allow monitoring network availability, quality of service, FXS registration & more.

- Pro-Active care and support
- Seamless advanced API integration into care systems
- Gather real-time metrics with the advanced API.
- Live notifications feed real-time device events/alerts.

Fewer & Shorter Service Calls

Ara's Integrations aid Support Centers by improving first contact resolution rate, average handling time, and customer satisfaction.

- Live notifications allow proactive monitoring and troubleshooting.
- Faster troubleshooting with Real-time remote diagnostic tools: ping, traceroute, pcap, dns, speedtest*, etc.
- Download diagnostic files: syslog, crash log, firmware upgrade log, system snapshots, POTS reports, etc.
- Reboot Gateway with DataRemote technology.

*SpeedTest backends provided by ISP.

Secure & Reliable

All data and functionalities are protected, accurate, and reliable. Build trust with Ara.

- End to end Encryption.
- SSO Integration.
- TLS
- Secured user access control is guaranteed by a Device Collection hierarchy structure.
- Configuration Rollback restores devices to a known working configuration on misconfigurations.

Build Add-on Services

The advanced API and live notification features allow building add-on services and products that go beyond device management.

- Build business intelligence and analytic dashboards.
- Build forecasts based on usage trends.
- Build a self-help customer support.
- & more