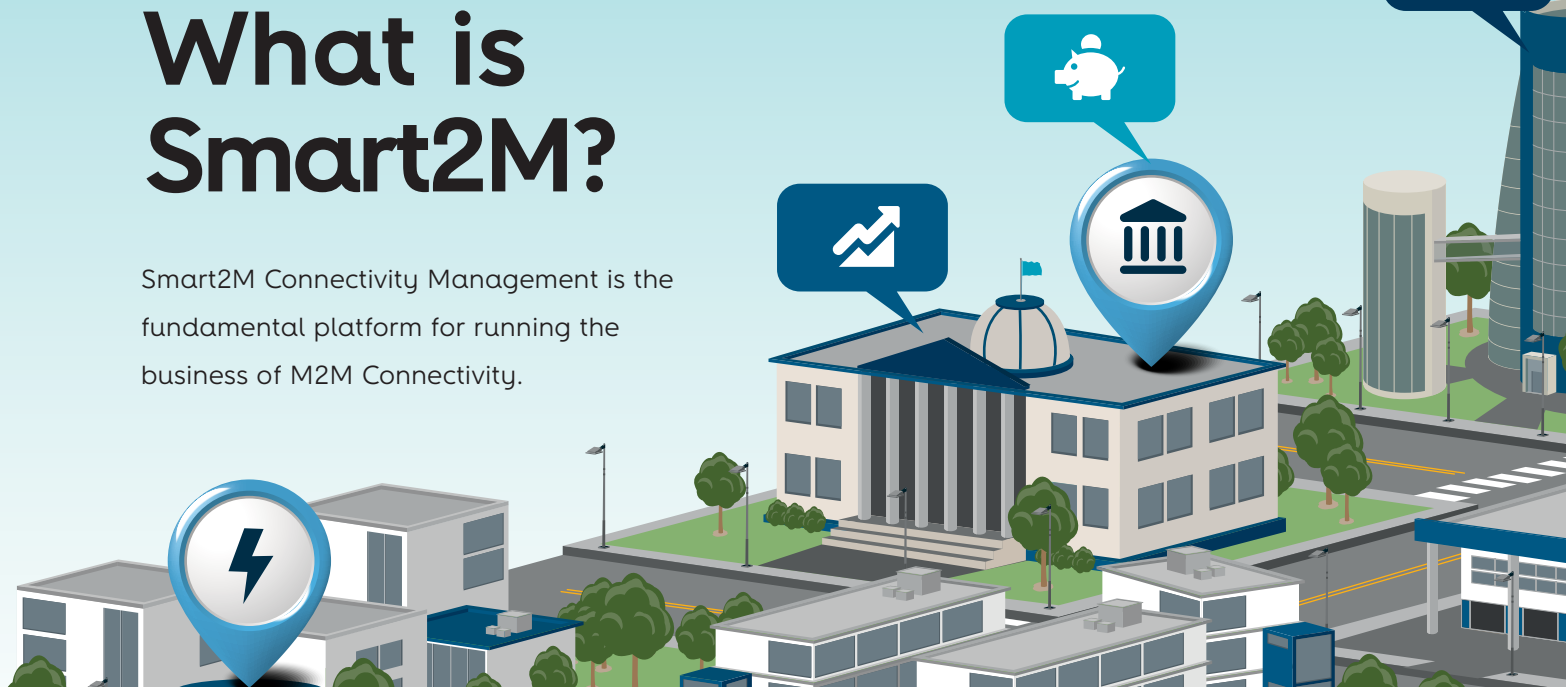# Smart2M

A new generation
of intelligent and
innovative services

What is Smart2M?

Smart2M Connectivity Management is the fundamental platform for running the business of M2M Connectivity.

Smart2M for a much more efficient future

Nowadays, M2M is seen as being one of the markets of highest potential and growth. Current estimates indicate that by the year 2020, some hundreds of billion devices will be globally interconnected, setting the field for new innovative services and applications. Managed Connectivity is a basilar service for CSP's to monetize opportunities in the business of connected objects.

Altice Labs' Smart2M Connectivity Management Platform It is a base foundation for M2M business operations of Mobile Network Operators and M2M Service Providers.

Who benefits from it?

- Primary Sector
- Utilities
- Healthcare
- Home and Building Automation
- Retailing and Transportation
- Industry & Manufacturing

Business benefits

Smart2M allows to monetize opportunities in the business of connected objects, create differentiation in M2M services, reduce churn, generate new revenue streams and reach customers in new markets.

- **Shorten time-to-market**

  "One stop shop" vertical solution designed to simplify integration with existing infrastructure, accelerating the delivery of Managed Connectivity services to the Customers.

- **New services & business models**

  Innovative platform to answer the needs and requirements of connectivity management in a new era of IoT services.

- **CAPEX & OPEX reduction**

  Less time and integration complexity enabling lower TCO and opening up new revenue streams.

Main strengths

- **Performance and flexibility**

  Scalable carrier grade multi-operator platform.

- **Seamless integration**

  Structured interfaces and APIs.

- **Innovative self-service**

  Intuitive and easy-to-use self-service portal with complementary features.

- **Highly skilled team**

  Team with deep knowledge and experience in M2M Communications and IoT.

- **Track record**

  Effective experience implementing complex solutions in telco.

Value proposal

For Mobile Network Operators who want to provide innovative M2M connectivity services our Smart2M platform is a M2M Connectivity Management solution that has flexibility in configuration and a user-friendly Self-Service Portal with enhanced complementary features for a great user experience of the End Customers.

Benefits for CSP

- High flexibility in provisioning and configuration of M2M connectivity services and business offers;

- Ability to support multiple MNOs and/or MVNOs over the same software infrastructure;

- Extend the existing offer with new services, enabled by new technological trends or marketing strategies, in line with customer's aims and needs, allowing to go ahead of competition.
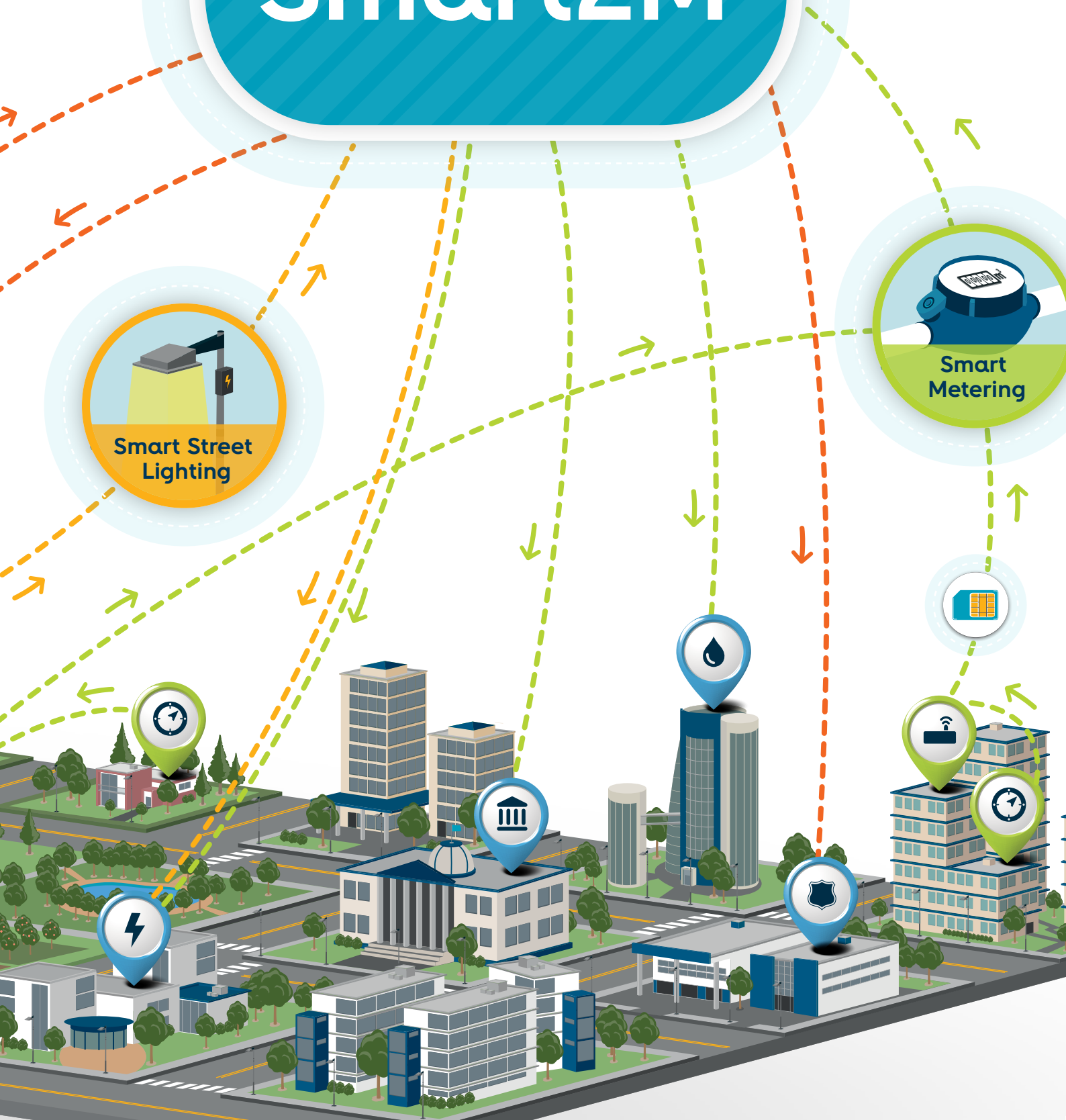
Benefits for CSP's Enterprise Customers

- Improved Customer experience and satisfaction in the contact with the CSP, particularly through the self-service channel;

- Innovative Self-management Portal allowing the Customer to manage autonomously and transparently their M2M Connectivity;

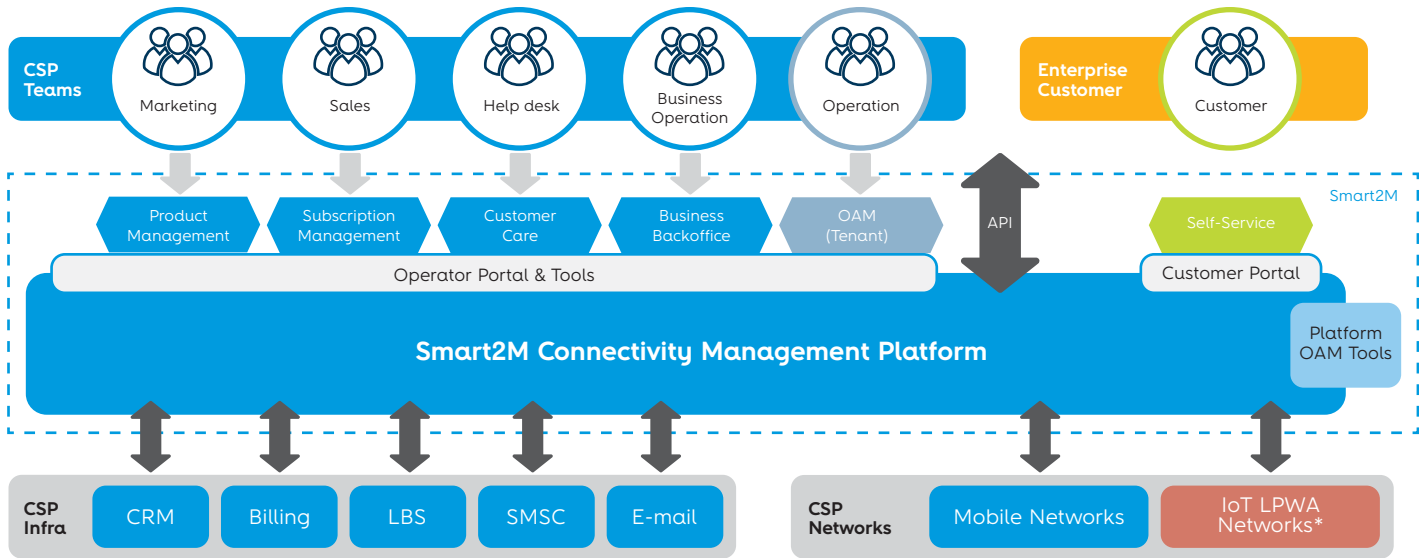- Complementary services : network-based localization of devices, M2M device inventory.

Smart Security

Managed Connectivity

Rural Area

Smart2M

Metropolitan Area

Smart Street
Lighting

Smart
Metering

Scalable multi-operator platform

CSP Teams

Marketing | Sales | Help desk | Business Operation | Operation

Enterprise Customer — Customer

Product Management | Subscription Management | Customer Care | Business Backoffice | OAM (Tenant) | API

Operator Portal & Tools

Self-Service

Customer Portal

Smart2M

Smart2M Connectivity Management Platform

Platform OAM Tools

CSP Infra

CRM | Billing | LBS | SMSC | E-mail

CSP Networks

Mobile Networks | IoT LPWA Networks*

* Support of LPWAN Managed Connectivity will be available soon

Powerful administration framework including Product Management, Customer Subscription Management and Customer Care tools
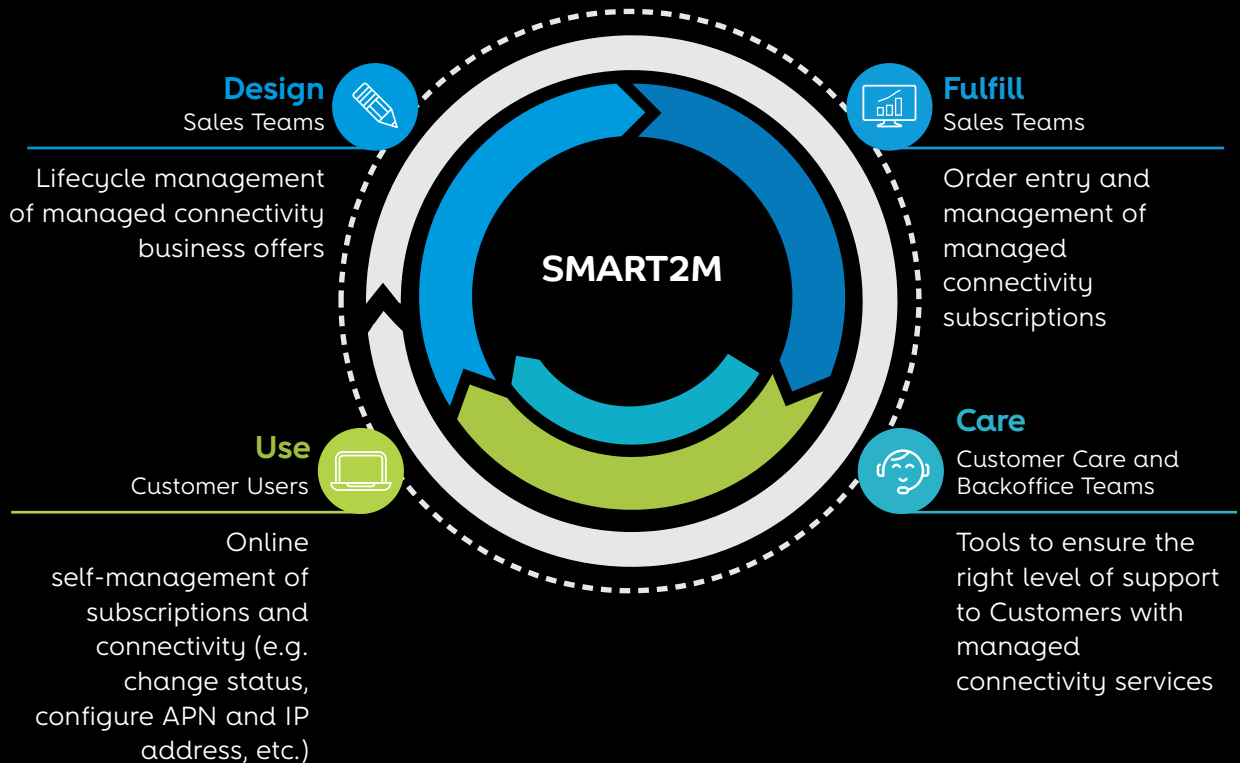
Highly flexible, scalable and real-time prepaid and postpaid convergent rating & charging engine

Interfaces for integration with CSP IT & Network REST APIs for integration with IT systems of the End Customers
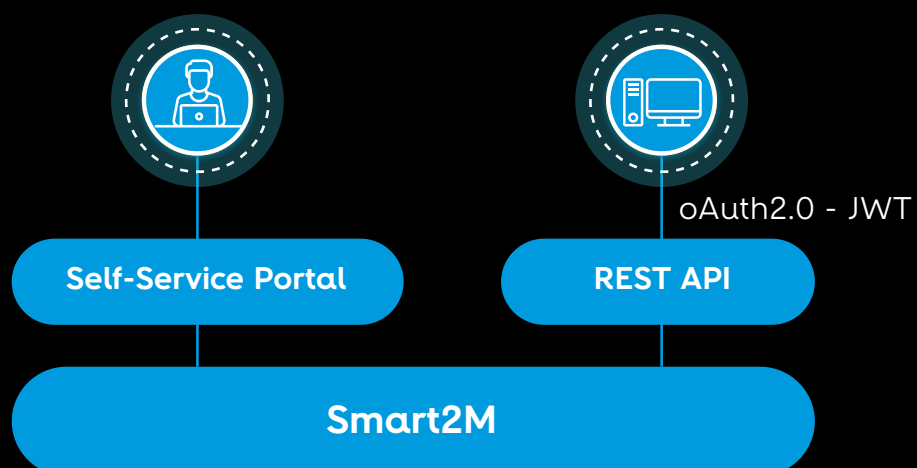
Main features

Smart2M offers state-of-the-art connectivity management functions allowing flexible provisioning and real-time control over M2M connectivity.

Design
Sales Teams

Lifecycle management of managed connectivity business offers

Fulfill
Sales Teams

Order entry and management of managed connectivity subscriptions

Use
Customer Users

Online self-management of subscriptions and connectivity (e.g. change status, configure APN and IP address, etc.)

Care
Customer Care and Backoffice Teams

Tools to ensure the right level of support to Customers with managed connectivity services

SMART2M

Robust API

REST API for integration with IT systems and applications, facilitating process automation. By accessing to the API, Enterprise Customers can integrate M2M connectivity management features in their own business applications or IT systems using the development tools and programming languages of their choice.

oAuth2.0 - JWT

Self-Service Portal

REST API

Smart2M

Flexible offer design & management

- Web-based interface with user/password authentication and profile-based authorization (determining the level of functionality available to the user);

- Catalog of managed connectivity business offers;

- Business offer modeling (hierarchical tree structure containing several building blocks: product specs, customer facing services, price specs, usage charges, etc) through a component parameterization and drag and drop environment;

- Component lifecycle management and versioning;

- Support of open attributes that act as options to be selected or filled in the subscription phase.

Marketing Teams

Enabler for an effective customer support

- Detailed information about the Customer subscriptions (subscribed services and agreement details);

- Detailed information about connectivity and SIM Cards (e.g status, configurations, etc.);

- Detailed information about usage, consumptions and current balances;

- Operations to perform actions over the M2M connectivity (e.g. change SIM Card statuses, configurations, execute tests & diagnostics).

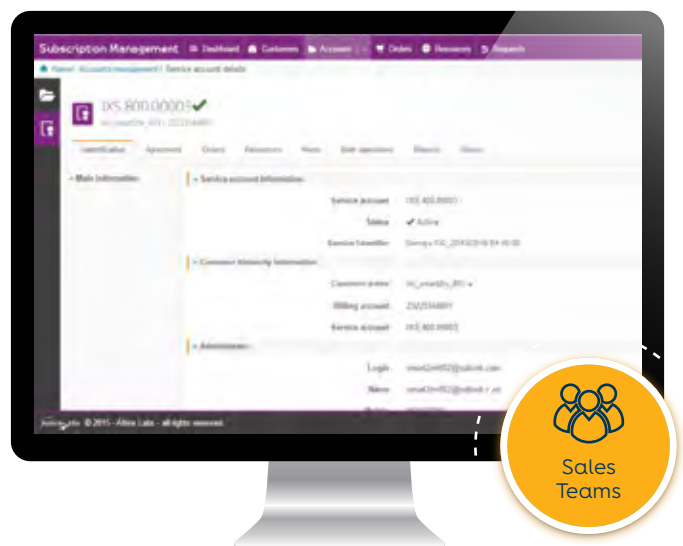**Customer Care & Backoffice Teams**

Intuitive customer self-service

- Easy-to-use and customizable (white labeled) self-service Web-based Portal;

- Self-ordering of additional SIMs and SIM replacements;

- Online management M2M connectivity (e.g. change status, configure APN and IP address, change tariff plans, change call barring, etc.);

- Monitoring of SIM Card usage, diagnostics and support of testing phase before subscription activation;

- Automation rules through alerts, actions and/or notifications;

- Complementary services (e.g. Cell ID-based location, M2M device Inventory and SMS Console).

Customer Users

Straightforward subscription management

- Web-based interface with user/password authentication and profile-based authorization (determining the level of functionality available to the user);

- Offer browsing of existing active managed connectivity business offers;

- Subscription data capture, guided by the offer definition (collect information items, validate data and submit the order);

- Customer and billing account information registration and management;

- SIM Card orders management (request and delivery);

- Deep dive navigation in the information from the customer to the subscription detailed data (agreement information and connectivity resources detailed info).
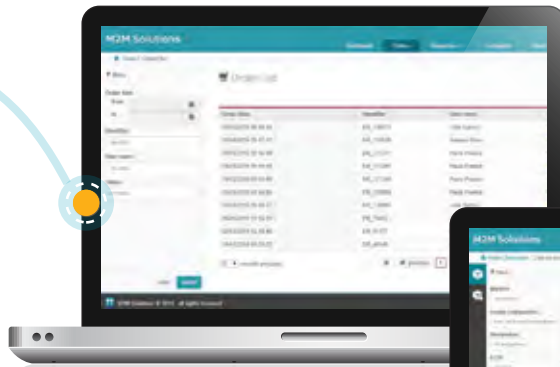

Sales Teams

Self-service portal

Portal customizable to the CSP branding offers a remarkable user experience to the End Customer.

Configure alerts/triggers and notifications/actions

Reports & Indicators

SMS Console

Test the connectivity status

Actions (Push API, Resource Actuation) **and Notifications** (e-mail, SMS)

Management of M2M Endpoint Information

Test & Diagnostics

Cell ID Location Services

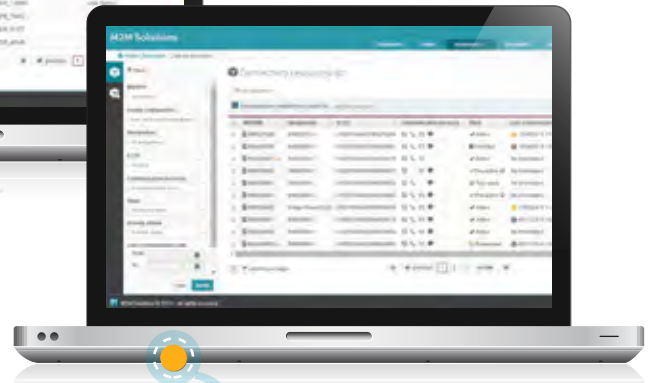**View the CellID-based location of M2M devices**

Order new SIM Cards

SIM Cards Ordering
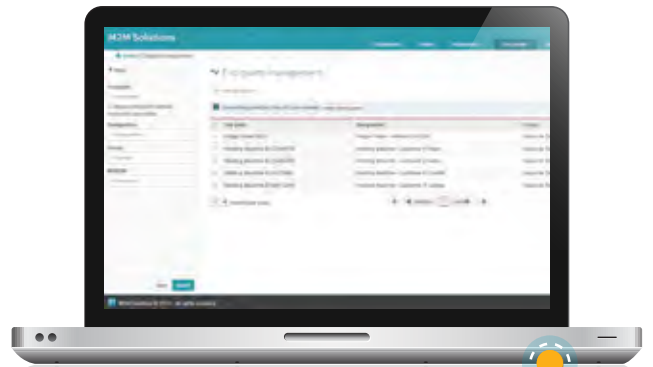
M2M Connectivity Management

Manage connectivity Resources / SIM Cards
(lifecycle transitions, tariffs, APNs, IPs, Service Barring, etc.)

Bulk File-based Operations

Usage & Traffic Information

Manage the inventory of M2M Devices

Alerts /Triggers
(usage, consumption, roaming, IMEI Change)

M2M Device Inventory

DB

View / browse communication usage information
(account/resource balance, consumption evolution charts, downloadable detailed records file, etc.)

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About Altice Labs

Delivering key telecommunications technologies since 1950, Altice Labs has been shaping the future of technology, enabling Communications Service Providers and Enterprises to offer advanced and differentiated services to their customers and users.

Altice Labs is an innovation and transformation catalyst supported on a strong and dynamic Innovation Ecosystem. Through technology, we are committed to improve people's lives and the way in which companies do business.

www.alticelabs.com