



Device Management Center Introduction & Usage

Ensure handsets are always well configured to better serve your customers

Addressing your **customers' needs** regarding hassle-free and **reliable mobile phone configuration** is a major concern. Device Management is a state-of-the-art platform, which quickly and effectively manages device configuration settings **Over The Air (OTA)**, so that end-users can use straight away your value-added data services without worrying about how to configure their mobile phone.

As a Device Management Administrator you must be able to **troubleshoot, configure and guarantee system is running in an optimized way.**

This training covers all the usage & administration tasks needed to fully operate your Device Management Solution.

At the end of the training you will:

- > Understand what Device Management is,
- > Understand different Device Management scenarios: One shot request, Automatic Device Detection and Multiples updates,
- > Understand solution interfaces: Customer Care and Self Care Interface,
- > Understand how data from your Device Management solution can be used to boost your business.

Who should attend?

- > VAS Managers
- > Customers Service Representatives
- > System Administrators
- > Handset Validation Team
- > Strategic Marketing

Pre-requisites:

- > (U)SIM Basic knowledge

This course is held in English



PROGRAM

Introduction / Overview

- > What is Device Management?
- > Which services can be configured?
- > Solution use cases
- > Protocols
- > Practicals:
 - o Solution demonstrations,
 - o Service configuration analysis vs MNO services portfolio

Over The Air Configuration (Transaction) Management

- > Sending one shot request to your subscribers
- > Monitoring your one shot request
- > Automatic Device Detection
- > Wireless Self Care
- > Pre-configured handsets
- > Practicals:
 - o Sending and Monitoring one setting set
 - o Performing Automatic Device Detection & Self Care Use Cases

Advanced features

- > Building a Marketing Analysis
- > Grey market management
- > Device Configuration settings
- > Practicals:
 - o Analyse deployed devices supporting video services
 - o Identify devices from grey market

Campaign Management

- > Scenarios, Targets
- > Creation and Scheduling
- > Monitoring
- > Practicals:
 - o Sending multiple updates to your subscribers by using a campaign

Web management utilities

- > Solution Reports (statistics)
- > Daily management and supervision
- > Alarms management
- > Practicals:
 - o Retrieving and analyzing solution reports

