

Cambium Networks and WISPCONTROL

Integral Management Platform for WISP Operators

WISPControl is an integral management platform, designed and developed exclusively for Internet providers with a Wireless network (WISP) or with a Gpon Fibre Optic network.

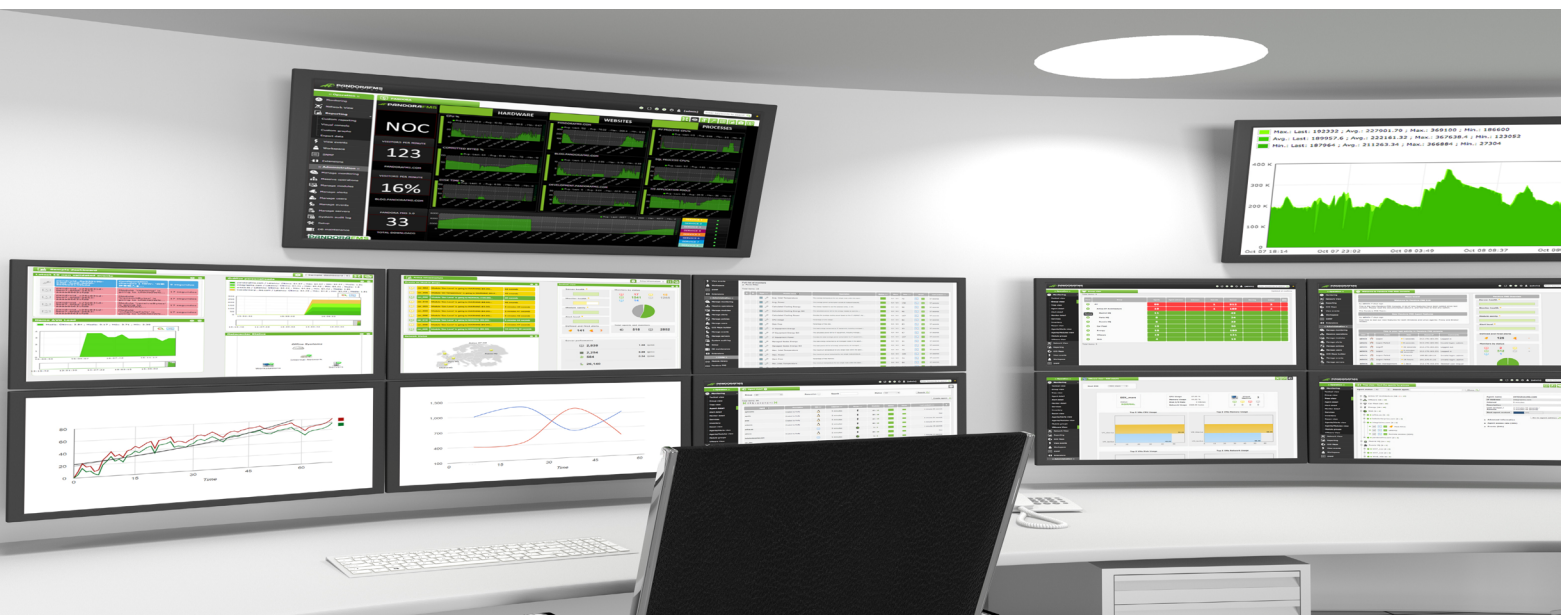
From a user-friendly interface, it has all the necessary modules for the perfect management of all the company's departments, technical, commercial, network management and administration (invoicing), synchronising information between all the departments on the management of clients and the network.

By integrating all the modules for the management of wireless networks, fibre network and administration (invoicing), our platform is a very interesting solution for any operator who needs to simplify management between its departments, customers and its networks, allowing the automation of processes that help the operator to save a lot of time and money.

KEY FEATURES OF OUR SOLUTION

- A single management platform with a single view shared throughout the company, so that all your teams can work together and resolve more cases at once.
- Commercial CRM to make sales progress with 100% digital tools from a unified view that helps to close deals faster.
- Customer management in an easy and efficient way, creates the basis for good communication with customers; easily consult contact details, geographical position, documents and services
- Management and monitoring of all network devices with automatic alert management and device backups.
- Complete billing system allowing to automate processes by synchronizing everything that happens in the network, customers and their services.

This partnership offers WISP operators a single management platform that allows them to optimise management time between their clients, the network and the services offered. With one-click reports on everything that is happening in their departments in general or individually, to analyse based on objectives.



WHAT DOES IT DO?

The solution is based on the integration of Cambium Networks hardware devices (APs, CPEs and points to points) in the WISPCONTROL management platform, which integrates a system of historical big data of the devices' signals, allowing the processing of large quantities of data and seeing the evolution of these in real time, which allows future incidents to be anticipated.

By taking control of all the devices, both on the network and on the clients, it is very easy to make use of integrated modules which provide management tools that allow time to be optimised in various areas of the company.

For example, from the platform it is possible to manage an interested party from the commercial area, follow up on an installation on the operator's network, validate the installation, auto-provision a CPE and synchronise all the information on the new customer with the administration department for the creation of a new contract and have a new customer validated for invoicing automatically every month.

APPLICATIONS

The solution provided by Cambium Networks and WISPCONTROL is exclusively for internet providers, is totally customisable and can be deployed on site or in the cloud.

The platform is designed to optimise time from each department and explore new business opportunities:

- CRM to take advantage of all business opportunities, with better monitoring and knowledge of their real and potential customers.
- Loyalty programmes with management of campaigns via email and sms.
- Automatic management of reports on network or customer anomalies with automatic alerts
- Module for the management of multi-companies designed specifically for the management of franchises



Commercial Management

Integrated commercial CRM for the optimisation of the sales department

CRM module take advantage of all business opportunities, with better monitoring and knowledge of their real and potential customers, both from the Central and providing it to their franchisees

- Management of geographical position of interested parties or clients with the possibility of sharing with other departments.

- Management of email and sms notifications in a timely manner or sending of promotions to groups of clients or interested parties

KEY FEATURES

- Digitise and professionalise your sales team, interacting with them, managing your client portfolio and documents.

- Intelligent management of opportunity processes with interactions (calls, emails, invoices, quotes, incidents, sales...)

- Send contracts 100% digital and have customers sign instantly and securely from their devices.

- It increases the efficiency of the company by having a document management for the digitalization of all the documents of the clients.

- General or individual reports from the sales team, to be analysed on the basis of sales objectives.

- Module for the management of multi-companies designed specifically for the management of franchises

- Integration with commercial calendar for call schedule, follow up, coordinate day of installation or delivery of the service.

CRM DASHBOARD

Network management module for WISP

Complete management and monitoring system for wireless and fibre optic networks

KEY FEATURES

- The WISPCONTROL integrated radius centralises the authentication, authorisation and management of user accounts, by AAA, PPPoE, DHCP, IPoE for access to a network.
- Node management, with statistical tools, positioning, document management with monitoring and alert systems for all the devices installed, such as APs, Points to Points, Switches etc.
- WISPCONTROL's autonomous backup system allows for automatic backups of all network devices.
- From the incident management module it is possible to have all the incidents that occur on the network and the clients centralised, with access to the whole incident history, calendar management and notifications by e-mail or SMS.

- With the positioning tools it is possible to measure the distance between the client and the nodes, elevation of the terrain, manage the sending of coordinates to the technical or commercial team.

- We integrate advanced network monitoring tools where you can easily count on statistics to ensure the proper functioning of network devices and anticipate future problems that may occur and reduce reaction time.

- Send notifications by email or SMS with the possibility of instant messaging for specific cases, such as managing groups of customers who have specific problems in areas with the possibility of connecting to multiple sms platforms or email via smtp or API.

- Integration with the entire line of Cambium devices.

- The big data: The big data system of historical signals from the devices allows the processing of large amounts of data and seeing the evolution of these in real time. In addition, it provides

NETWORK DASHBOARD

The dashboard displays the following information:

- Retirada Antena:** 304
- TIPO 24:** 35
- TIPO 1:** 1
- TIPO 2:** 4

Estado backup: db_2021.01-12_000003.tar.bz2 (Ultimo backup: 12-01-2021 00:01:23)

Conexiones Totales Activas: 2223 Total (Online: 0.18%, Offline: 99.82%)

Trafico: 1 Mb, 0.9 Mb, 0.8 Mb, 0.7 Mb, 0.6 Mb, 0.5 Mb, 0.4 Mb, 0.3 Mb, 0.2 Mb, 0.1 Mb, 0 Mb

Dispositivo	Total	Activos	Caidos	Backup
Routers	27	4	23	26
Nodos	90	4	86	
Switches	2	1	1	1
Punto a Punto	147	4	143	143
Punto de Acceso	183	11	172	171

Log:

Fecha	Host	Mensaje	Tag	Keyword	Gravedad
11/01/2021 20:54:04	Ap A AP CAMBIUM (172.1.25.4)	Device up (172.1.25.4)	WPING	NEWS	NOTICE
11/01/2021 20:53:04	Ap A AP CAMBIUM (172.1.25.4)	Device up (172.1.25.4)	WPING	NEWS	NOTICE
11/01/2021 20:52:04	Ap A AP CAMBIUM (172.1.25.4)	Device up (172.1.25.4)	WPING	NEWS	NOTICE
11/01/2021 20:51:03	Ap A AP CAMBIUM (172.1.25.4)	Device up (172.1.25.4)	WPING	NEWS	NOTICE
11/01/2021 20:50:04	Ap A AP CAMBIUM (172.1.25.4)	Device up (172.1.25.4)	WPING	NEWS	NOTICE
11/01/2021 20:49:04	Ap A AP CAMBIUM (172.1.25.4)	Device up (172.1.25.4)	WPING	NEWS	NOTICE
11/01/2021 20:48:04	Ap A AP CAMBIUM (172.1.25.4)	Device up (172.1.25.4)	WPING	NEWS	NOTICE
11/01/2021 20:47:04	Ap A AP CAMBIUM (172.1.25.4)	Device up (172.1.25.4)	WPING	NEWS	NOTICE
11/01/2021 20:46:04	Ap A AP CAMBIUM (172.1.25.4)	Device up (172.1.25.4)	WPING	NEWS	NOTICE
11/01/2021 20:45:04	Ap A AP CAMBIUM (172.1.25.4)	Device up (172.1.25.4)	WPING	NEWS	NOTICE

Administration Management

Complete billing system allowing synchronization of information between what happens in the network, services and customers.

KEY FEATURES

- Manage your customers easily and efficiently, create the basis for good communication with your customers; easily consult contact details, documents and services.
- Create unlimited services with the possibility of assigning promotional times, programmed or personalised discounts for assignment to existing or interested clients.
- Generate recurring or one-off bank receipts easily, quickly and conveniently and automatically send the bank receipts.
- Create and manage bonuses or packages of minutes for telephone services, and establish the minutes and costs of the same.

- Manages digital contracts so that clients can sign the contracts from their own devices, saving all contracts on the WISPCONTROL platform and allowing clients to access them from their client portal
- Massive notification via email and sms for communication in case of breakdowns, promotions, loyalty.
- Management of unpaid bills with automation of notifications and service cuts with captive portal and forecast of unpaid bills with reports.
- With the module for stock control you can keep all records of all purchases and movements of devices for the network and customers.
- Management of invoicing, sales and unpaid reports.
- Receive automatic reports of network anomalies or clients with bad connections directly in your inbox with the frequency that you establish from clients remotely

ADMINISTRATION DASHBOARD

ID propuesta	Nombre	Cliente	Alta	Ficha interesado
12	Raúl Vicente Godoy		0 / 1	
17	Francisco Álvarez Peralta		0 / 2	
39	Nahia Velasco Vera		0 / 1	
134	Héctor Liam Campos Vargas		0 / 1	
137	Inés Bravo Arias		0 / 1	
138	Laura Ramos Cabrera		0 / 1	
139	Isabella Rodríguez León		0 / 1	
145	Nora Cabrera Soler		0 / 1	

Tipo	Servicio	Total
Internet	INTERNET B.A CIUDAD 20MB/2MB	473
Internet	INTERNET B.A CIUDAD 20MB/2MB	304
Internet	BANDA ANCHA CIUDAD 10/1	226
Internet	BANDA ANCHA RURAL 20MB/4MB	210
Internet	INTERNET B.A RURAL 20MB/2MB	174
Internet	BANDA ANCHA RURAL 15MB/2MB	94
Telefonia Móvil	SOTA PLUS	75
Internet	BANDA ANCHA CIUDAD 30MB/30MB	63

SUMMARY

Cambium Networks offers reliable high-speed infrastructure that supports Wi-Fi marketing and location services in large- and small-scale de-ployments. Contact your local Distributor/ Reseller to learn how Cambium Networks together with Wisp Control delivers an industry-leading wireless broadband service provider platform for scale.

To learn more about Cambium Networks Enterprise Wi-Fi and Switching solutions, please visit:
www.cambiumnetworks.com