



ASSIA®

# DSL Expresse Pro

## Highlights

- Always-on, powerful diagnostic tools in a mobile smart-device app
- Instant access to pertinent line information in real time
- Fully integrates with powerful DSL Expresse modules
- Technician call out times reduced by up to 50%

## The full power of DSL Expresse in a mobile app

More households than ever are streaming content-rich multimedia across the Internet and into the home onto multiple devices. The result is a mounting consumer demand for quality performance and speed over DSL that is putting increasing pressure on operators to respond quickly to issues, and ensure a satisfactory customer experience.

When the DSL goes down, the cost to the service provider goes up, and the risk of increased customer churn goes up with it. For the technician in the field, investigating even a minor fault can soon turn into a major research project, involving several pieces of test equipment, multiple calls to the dispatch center, and an angry customer growing more irate with every delay. Furthermore, dispatch centers are often run on tight margins, with time an essential commodity that can dramatically affect bottom-line profitability.



The ability to quickly troubleshoot the line, diagnose the problem, locate a fault, optimize the line and verify that the issue has indeed been resolved is key to solving many of the issues technicians face out in the field. Historically, this has only been accomplished thanks to an arsenal of burdensome

test equipment and costly time verifying each change with the dispatch center. In many cases, even locating the right line has been challenging, and many a technician has left the site with an unresolved situation, which generates another call and an even more dissatisfied customer.

ASSIA Expresse Pro leverages the very latest in mobile app ergonomic concepts and development to bring into the field a powerful solution designed to diagnose, optimize and manage broadband access in an intuitive, easy-to-use format.

## Replace heavy test equipment with a mobile smart device

Many of the formerly burdensome tools that the field technician needs – from heavy test equipment to reams of fold out paper maps– can now be contained in the one thing almost everyone now uses: a smartphone or lightweight tablet (see below). This remarkable innovation is helping to transform the way operators manage broadband access as ASSIA's unique understanding and expertise in DSL management technologies continues to pave the way for the future of ubiquitous, high-speed broadband access.

ASSIA Expresse Pro delivers key ASSIA DSL Expresse features and reports through a native device application. The savings are significant: a technician call out that used to take between one and a half to two hours can now take half the time—that's up to 50 percent more time available for other operational goals, or twice the level of productivity.



Diagnostics are easily accessible by all authorized personnel using standard Web browsers.

ASSIA Express Pro provides instant access to pertinent line information immediately, including customer location and neighborhood performance. By simply entering the line number, the technician no longer has to make multiple calls to the dispatch center and avoids lengthy fact-finding missions. This cuts down on service time while ensuring accurate diagnostics at his or her fingertips. The app stores current line status for later comparison so the technician can identify on the spot whether the defect has been corrected and performance improved. Additional app features include:

- Historical trends
- Neighborhood information
- Real-time performance details
- Line optimization
- A before/after comparison chart



## One simple app, many important benefits

Additional benefits that service providers are realizing by deploying ASSIA Express Pro include:

- Improved customer service as issues are resolved quickly
- Increased technician efficiency with fingertip information in real time
- Reduced operational costs due to the need for fewer hardware test sets
- Streamlined dispatch compliance with internal processes
- Ease of troubleshooting through past line behavior information
- Quick identification of issue occurrences and frequencies



As an ideal complement to an ASSIA DSL Express deployment, ASSIA Express Pro fully integrates with other DSL Express optional modules, including Real-Time Performance Evaluation, Real-Time Performance Optimization and SELT. ASSIA experts work closely with the customer to ensure that the app is securely installed on all devices and performing optimally in the field.

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# WINNER

Broadband Access Technology of the Year  
**ASSIA Express Pro**

