

Cisco Prime Home 6.3



What Is the Value of Cisco Prime Home?

Cisco Prime™ Home is a server and cloud-based network management platform based on the Broadband Forum's TR-069 suite of protocols to provision and manage in-home devices. The solution discovers detailed information about all connected devices in the home and provides visibility for service providers through an easy-to-use web portal.

What Problems Does It Help Solve?

The proliferation of Internet-connected devices and the explosion of video and data traffic are driving complexity in the home network. Increasing numbers of new devices need to be installed and provisioned, and multiple devices running multiple applications often create resource contention within the home. These factors trigger expensive support calls and truck rolls for the service provider, and automating and simplifying management of customer premises equipment in home networks has become mission critical.

Cisco Prime Home

The TR-069-compliant autoconfiguration server provides management for multiple devices, including residential gateways, IP set-top boxes, next-generation converged IP set-top boxes, and more. Remote device management capabilities include zero-touch provisioning, configuration and configuration updates, software upgrades, monitoring in-home bandwidth usage, and real-time problem diagnosis and troubleshooting of common home networking problems such as Wi-Fi, firewall, and basic broadband connectivity of devices in the home.

Cisco Prime Home abstracts detailed device information into the cloud and provides it to the service provider through an easy-to-use web portal – rendering the information actionable. Configurable threshold-based alerts and workflows triggered by device activity help accelerate issue resolution.

The solution is available for onsite deployment in a service provider network or may be hosted by Cisco.

What Are the Benefits of Cisco Prime Home?

- **Reduced operating expenses with rapid problem diagnosis:** Cisco Prime Home provides the service provider with the ability to diagnose and resolve in-home service problems before they affect the subscriber, thereby reducing expensive truck rolls and consumer support calls.
- **Simplified management:** Automates the mass management of home devices for reduced administrative overhead. In addition, a structured problem-solving approach guides customer care representatives through predefined processes
- **Higher customer satisfaction and lower churn:** Provides actionable information for the troubleshooting of home network problems
- **Support for better business decisions:** Allows proactive analysis and addressing of support issues

About Cisco Prime

The Cisco Prime portfolio of IT and service provider management offerings empowers organizations to more effectively manage their networks and the services they deliver. Built on a service-centered foundation, Cisco Prime supports integrated lifecycle management through an intuitive workflow-oriented user experience, providing A-to-Z management for evolved programmable networks, mobility, video, cloud, and managed services.

For more information about Cisco Prime Home, visit <http://www.cisco.com/go/prime-home>, contact your local account representative, or send an email to ask-prime-home@cisco.com.