



NEWS RELEASE

ADTRAN Mosaic™ Supercharged with SmartRG Tools

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Cloud software applications and single pane management create better visibility from cloud to subscriber—
enhancing overall customer experience

HUNTSVILLE, Ala.--(BUSINESS WIRE)-- **ADTRAN®**, Inc., (NASDAQ:ADTN), a leading provider of next-generation open networking and subscriber experience solutions, today announced at its 2019 CONNECT Press & Analyst Event the expansion of the **Mosaic Subscriber Experience Suite** having now integrated SmartRG tools for CPE management and Wi-Fi analytics—providing a single user interface for end-to-end network visibility across the access network and down to the devices connected in the home.

The SmartRG tools that are now integrated are the following:

- **SmartRG Home Analytics** provides real-time and historical analysis of the home Wi-Fi network with recommended corrective actions for individual support agents and end users.
- **SmartRG Device Manager** provides safe and secure management of customer premises devices through a variety of open standards defined by the Broadband Forum.

These additions enhance the core value of **ADTRAN Mosaic™** which gives service providers tools that are truly vendor and technology agnostic, simplify network operations and improve customer satisfaction. The software suite is now integrated with over 450 devices and systems across DOCSIS, xDSL, PON and Fixed Wireless Access (FWA) technologies from multiple equipment vendors and integrates directly with service provider billing systems. This flexibility has led to rapid adoption with more than 150 service providers now leveraging these tools to optimize their business across nearly two million subscribers and devices under management.



“It is not uncommon for service providers to work with limited visibility into their network—usually resulting in preventable customer frustration at the cost of hours of customer support calls and numerous truck rolls,” IHS Markit Carrier Networks Technology Fellow and Advisor Michael Howard said. “We believe that service providers will want to examine these tools now integrated into Mosaic, since they are designed to save hundreds of hours in troubleshooting customer issues, which typically leads to happier customers and measurably reduced OpEx.”

In the past, service providers have been forced to work with siloed management systems that provided segmented views of the network and complicated management of multi-vendor equipment. These segmented or proprietary views of the network lead to delays in servicing customers effectively and required customer service representatives (CSRs) to spend additional time searching across multiple systems to service a single customer issue.

Now with the SmartRG tools, Mosaic continues to enable providers to easily find a subscriber and extend visibility into the home Wi-Fi network where customer satisfaction is truly defined. Enhancing the interface for CSRs to place this information at their fingertips helps providers be more efficient and improve customer satisfaction, while reducing operating expense.

“We are excited to capitalize on our acquisition of SmartRG by integrating their market leading assets into our Mosaic software suite,” ADTRAN Product Line Management Director Jeremy Harris said. “Convergence of these tools into a common interface is a major leap forward for service providers looking to offer intuitive Wi-Fi monitoring, elevated subscriber insight and assured 4K video quality across multi-vendor networks.”

About ADTRAN

At ADTRAN, Inc., we believe amazing things happen when people connect. From the cloud edge to the subscriber edge, we help communications service providers around the world manage and scale services that connect people, places and things to advance human progress. Whether rural or urban, domestic or international, telco or cable, enterprise or residential—ADTRAN solutions optimize existing technology infrastructures and create new, multi-gigabit platforms that leverage cloud economics, data analytics, machine learning and open ecosystems—the future of global networking. Find more at [ADTRAN](#), [LinkedIn](#) and [Twitter](#).

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