



FriendlyMigration™

Automatic Migration of Subscribers from One Network to Another

Main Features

FriendlyMigration supports the following modifications of settings (e.g., username, password, servers, email security, etc.):

- Connectivity settings on user's PC
- Connectivity settings on user's modem/router
- Email settings on user's PC
- Browser settings on user's PC

Additional Features

The software ...

- Obtains data from the server and compares it with current PC status
- Implements policy-based PC configuration, and reports back to server/OSS/CRM after reconnection, regarding actions performed

The Easy Way to Migrate Subscribers

Targeted to xSPs, FriendlyMigration is an easy-to-use solution that enables the **seamless migration of large subscriber bases** between networks and from one broadband service provider to another.

The solution **automatically changes connectivity and email settings for large groups of users**, and **solves the problem of duplicate usernames**.

Enhancing the subscriber's experience, this exceptionally user-friendly, One-Click solution **automatically diagnoses and remotely configures subscribers' PCs** - eliminating the need for manual configurations, **reducing set-up error**, and making time-consuming **help-desk calls unnecessary**.

Main Screen



Simplifying **Deployment** and **Support** of the **Digital Home**

For more details: www.friendly-tech.com



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The Solution is as Easy as 1,2,3

The web-based migration process does not require any previous know-how on the part of the user:

1. Upon connecting to the xSP, the subscriber will be automatically diverted to the migration site
2. At the migration site, the user will click «OK» to approve the migration
3. A download application will diagnose the user's PC status and will modify his settings automatically

On the next connection, the user will connect using the new settings!

Merging xSPs/Networks

When two xSPs merge into a single management platform, user settings need to be updated. During this process, the issue of duplicate usernames can prove especially problematic.

FriendlyMigration integrates with the xSP's back-office and automates the entire process of changing usernames and passwords – replacing existing settings with new settings, and solving the problem of duplicate names.

Settings that can be updated:

- PC connectivity settings
- Router/modem connectivity settings
- Email settings on user's PC
- Browser settings (if required)
- Other settings as required by the xSP

Supported Environments

The solution supports DSL/Cable/Wireless users connected via:

- Bridge modems and a PPPoE dialer
- Bridge modems with no dialer
- Routers or modem/routers (*)
(*) *customization required*

Additional Products from Friendly Technologies

Since 1997, Friendly Technologies has been providing ISPs, Telcos, and CPE Vendors around the world with a wide range of solutions, including:

- TR-069 ACS Server and CPE Remote Management
- Support Automation
- Broadband Self-Installation and Connectivity

Changing Connectivity Types

xSPs often need to switch from one connectivity method to another (e.g., from DSL to Cable or Cable to DSL) or from one connectivity type to another (e.g., from PPPoE to PPPoA or vice versa), or to change mail server settings.

In these cases, some of the settings need to be changed on subscribers' PCs and/or routers.

FriendlyMigration enables the automatic detection of user status and automatic configuration of new settings, as required by the xSP.

Supported Platforms

• On xSP's side:

Any web server

• On user's side:

Win 98se, Me, 2000, XP, Vista,
Internet Explorer 6 and up

Contact Information

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