



NGB system enables self-activation of data/voice bundles

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Next Generation Broadband (NGB) has introduced a software product that automates the service activation process and customer management tasks involved in adding both voice and high-speed data customers.

This combines the capabilities inherent in previous NGB products, one dedicated to managing the activation of data customers, and another for VoIP customers ([story here](#)).

NGB's Bundled Install System plugs into an operator's existing network through NGB's SmartBridge technology, and runs in parallel, as a companion system to an operator's existing voice management hardware and software. NGB's patent-pending SmartBridge technology allows all new voice customers to be directed to the Bundled Install system rather than the general broadband ISP system.

The Bundled Install system automatically recognizes a new eMTA on the network, allowing customers to select their service plan and features.

In addition to enabling customer activation of services, the new system includes a technician login, insuring standardization and quality control of tech installs, as well as onsite network diagnostics and service verification tools for technicians.

By automating these processes, NGB claims operators can achieve a reduction in their overall capital costs on voice and high-speed data services. Installation costs are lowered as much as 80 percent through fewer truck rolls and greater efficiencies which are needed due to the automated installation process.