

Skylight Fair Demo: End-Customer Portals for Performance and Service Experience Insights



What is driving the need for carrier grade end-customer portals?

CSPs and high performance enterprises are always looking for new ways to differentiate their service offerings and create new revenue streams. Self-serving customer portals for order management, billing etc. are nothing new, but portals specifically aimed at sharing network and service performance information, that's something that few CSPs and enterprises have managed to achieve so far, and the challenges in doing so have historically been extremely preventative.

A network provider or operator who is able to provide contextualized and tailored performance information to their end-customers is likely to gain a significant market advantage. This also brings benefits for the provider or operator as well. Not only can they be more compliant in RFX responses, they can realise a whole range of operational benefits and potential cost savings as well.

The key carrier-grade attributes and features that are needed in order for a provider to offer such a portal to their end-customers are demonstrated.

Flexible visibility of
network and service
performance

Multi-vendor,
multi-technology,
multi-tenant

Automated: simplified
deployment and
maintenance

Cloud-native, immensely
scalable, and delivered as
a subscription service



Subscribed or on-demand reports

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Challenges Solved:

Adopting end-customer portals for performance reporting and service visibility:

1. Enables CSPs and high performance enterprises to differentiate their service offerings and optimize customer experience
2. Opens up new value-added revenue streams when the end-customer portal can be used to drive premium SLA-backed services

There are many other challenges that can be solved by choosing the right portal, with the right carrier-grade attributes. Ask your Accedian account manager to provide you with the latest materials on end-customer portals!

Why it Matters and for Who:

Customer portals are growing in popularity and yet many CSPs are unable to offer them, either due to a lack of appropriate vendor solutions available or due to their inability to develop such capabilities in-house. In parallel, CSPs are looking for new ways to differentiate their services/products and to generate upsell opportunities.

On the flip side, end-customers are looking for ways to optimize their operational processes and better serve their internal end users or customers, many of whom have a need or desire to becoming self-supporting, removing some of the demands on the CSP.

Anybody within a CSP or end-customer of a CSP organization who has an interest in network and service performance, and visibility of key KPIs, will be interested in this demo.

