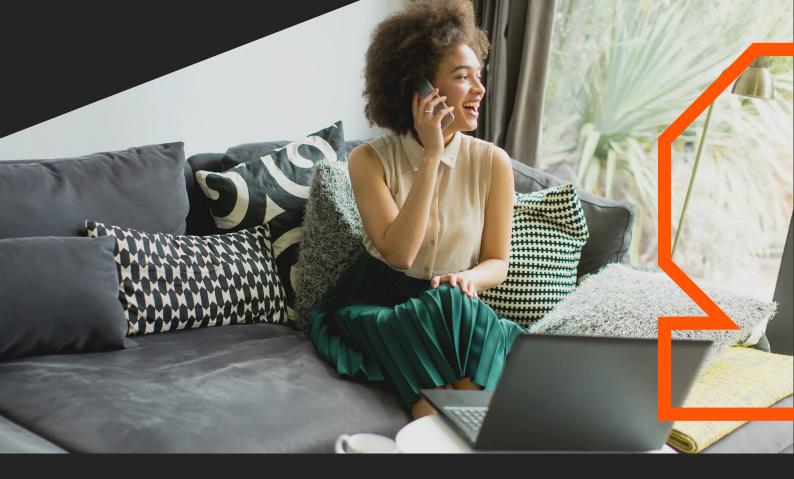# WDS·SICAP

DEVICE MANAGEMENT CENTER

Seamless connectivity in a digital world

Boost customer satisfaction and adoption by enabling real-time detection and configuration

Device Management Center (DMC) is a device management solution that can detect, configure, and manage mobile devices in real-time. It sends customized data connection settings over the air, and customers can self-service or connect with customer service agents for settings.

Key Benefits

- Improve Customer Satisfaction
- Speed-up Revenue Uptake
- Multi-tenancy Support
- Powerful Real-time Analytics
- Reduce Costs With Call Deflection
- Advanced Device Database

- Improve Call Center Efficiency
- Expand Capabilities
- Better Customer Engagement
- Great Reliability
- 100% Identification and Detection
- Cloud or On-Premise

How it works

DMC offers a comprehensive solution for MNOs, MVNOs, and MVNEs, providing all commonly used device configuration scenarios. The most advanced method is automatic device detection and configuration, which streamlines the process of connecting devices and users to mobile networks. This fully automated process is fast, accurate, and cost-efficient, ensuring a seamless experience for your customers.

Device Detection
Automatic Device Detection (ADD) function performs device detection based on triplet and biplet (MSISDN, IMSI, IMEI) information.

Device Configuration
DMC triggers device configuration using the most optimal setup method, such as: OMA CP over-the-air setup, iOS Configuration Message or Manual SMS Setup Guide.

Device Configured!
Settings delivered to the device over-the-air. End-user is only prompted to accept setup procedure. In case of Manual Setup SMS Guide, the end-user follows the instructions on the message to complete setup.

Powerful Features

- APN (2G, 3G, GPRS, 4G/LTE, 5G)
- Email
- Instant Messaging
- Exchange
- Rich Communication Suite (RCS)
- Wireless LAN (WLAN)
- Voice over LTE (VoLTE)
- Apple iOS Configuration
- 100% GSMA TACs Recognised
- 100% Of Top 5 OEMs Supported

- Multimedia Message Service (MMS)
- Session Initiation Protocol (SIP)
- Streaming
- Web Settings
- EAP SIM/AKA
- Voice over WiFi (VoWiFi)
- OMA CP Over-the-Air
- Manual Setup Guides
- 95% Coverage Of Subscriber Base
- Self-Care & Customer Care Interfaces

WDS·SICAP

Ready to take the next step?

Enhance the experience of your customers and call center agents with automated on-device setup!

Talk with us!

contact@wds-sicap.com