



Simple Solution Meets Complex Device Management Needs



- Complete ownership from concept to implementation
- Award-winning solution
- Unique easy-to-use graphical user interface
- Implementation of network-wide device configuration & monitoring tool
- Incorporated support for entire product family

Situation:

In the highly competitive computer industry, technology alone is no longer a product differentiator. Creative and usable solutions ensure that products satisfy customer needs. A leading manufacturer of networked computer devices realized that users found it difficult to manage their advanced, feature-rich products.

The need was to provide users with easy access to all relevant information on each device in order to control and monitor its status right from their desktop. The manufacturer wanted a user-friendly support tool to enhance the usability of their products and fulfill user requirements.

Challenge

Implementing an effective support tool required the development of a software solution that could monitor, in real time, all internal parameters of the device. The challenges involved in developing the solution were:

- All model specific features had to be considered as the support tool had to work consistently across different product families supplied by the manufacturer.
- Compatibility with a range of network protocols to function in diverse user environments.
- Compliance to security protocols (SSL).

Since the tool was meant for non-computer savvy users, an easy-to-use graphical user interface, based on sound usability principles had to be designed.

Celstream Response

Working offshore, Celstream's team of software engineers with expertise in networking, embedded and GUI technologies developed a real time solution for configuring and monitoring usage of the networked devices. The salient features of the solution were:

- Different device parameters could be set by users based on requirements from their desktop.
- Built-in password/certificate based security mechanisms.
- A web page for the device accessible through an IP address.
- Complete built-in support documentation.

Usability was ensured through a scientifically designed, friendly graphical user interface. Context-sensitive Help files on all pages and links to useful tools and tutorials were included to enhance user experience.

Celstream's engineers took complete project ownership from concept to execution. Our team's design and implementation expertise, coupled with robust test strategies, enabled the end solution to exceed user expectations.

Celstream has continued to update its competencies in the Device Management arena. We have expanded our device management capabilities in the Consumer Premises domain, by developing solution accelerators for TR-069 & DLNA.

A Market Success

The solution - a customized, secure, user-friendly, network management application to monitor and manage various network-enabled devices - was a successful demonstrator of our engineers' capability to design and develop, from concept to implementation.

So well received was the solution, that it was reviewed and commended by leading global computer journals.

Technology

In developing this solution, Celstream used the following key software platforms:

- Microsoft® Windows®, Microsoft® Windows NT®, VxWorks®
- HTTP, UDP, IP, SNMP
- Java™, JavaScript®, HTML
- Embedded Web server



For further information, please contact Celstream:

USA
Ph: +1 (503) 293 3598
+1 877 ASK CELSTREAM (275-2357)
Fax: +1 (503) 293 3578
Email: sales.usa@celstream.com

INDIA
Ph: +91 (80) 4119 1919
Fax: +91 (80) 4119 1900
Email: sales.india@celstream.com

EUROPE
Ph: +49-89-5908-2109
Fax: +49-89-5908-1200
Email: sales.europe@celstream.com

AUSTRALIA
Ph: +61 (0) 2 9416 0475
Fax: +61 (0) 2 9416 2583
Email: sales.australia@celstream.com

Copyright © 2009, Celstream Technologies Limited. All rights reserved. Printed in India. The information in this publication supersedes that in all previously published material. Specification and price change privileges reserved. For the most up-to-date information please visit our website at www.celstream.com.

Celstream is a registered trademark of Celstream Technologies Limited. Microsoft, Windows & Windows NT are registered trademarks of Microsoft Corporation. VxWorks is a registered trademark of Wind River Systems, Incorporated. Java & JavaScript are trademarks or registered trademarks of Sun Microsystems, Inc. All other trademarks are the property of their respective owners.

All prices, specifications and characteristics set forth in this publication are subject to change without notice.