

Enterprise **Houdinisoft**

UDMS

UNIVERSAL DEVICE MANAGEMENT SYSTEM


HOUDINI**SOFT**
Keep the Handset • Switch Networks

Houdini Application Review

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About Houdinisoft

HoudiniSoft is the leader in enterprise CDMA provisioning software. We offer robust reliable and tested solutions for CDMA wireless devices. Our solutions have been designed for advanced mass deployments in both retail and reverse logistical operations.

Our system features a robust multitier server based architecture. The client resides on a PC at the POS, the user connects a device, logs into the client and can begin. The server is loaded with a powerful device specific configuration per carrier/brand/model. Redundant backup services ensure 99.9% uptime. The model has been designed with an easy to use 3-click interface while supporting a massive transactional wide scale deployment for the wireless service provider incorporating simplicity, security and scalability.

About UDMS

Houdini Universal Device Management System has been designed for both the retail store front and reverse logistics environment. UDMS offers a robust and powerful PST tool for updating and managing an entire suite of carrier devices.

UDMS

Retail Store Front Solution

- I. **UDMS** - Simplifies the complexity of managing PST applications for numerous handset OEM's by providing a universal solution for upgrading customer outdated and corrupt CDMA device configurations at the retail point of sale.
- II. **Features**
 - **PRI Provisioning:** Loads/Updates (PRI)parameters
 - **PRL Provisioning:** Loads /Updates (PRL)
 - **Provisioning Programming:** Loads/Updates (NAM)
 - **Refurbish:** Master Reset a device to OEM defaults
 - **Software Download:** Loads/Updates (Firmware)

*Development and configuration is performed by HoudiniSoft

*Some device configurations may be limited due to OEM restriction

UDMS

Back Office/Reverse Logistics

- I. **UDMS** – Streamline back office and reverse logistics operations with one PST tool . Perform reverse logistic operations on 25-100 devices per work station.
- II. **Features**
 - **Multi Device Mode:** Support 25-100 devices per workstation
 - **PRI Provisioning:** Loads/Updates (PRI)parameters
 - **PRL Provisioning:** Loads /Updates (PRL)
 - **Provisioning Programming:** Loads/Updates (NAM)
 - **Refurbish:** Master Reset a device to OEM defaults
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UDMS

Benefits-Point of Sale

- I. Ease of Use**
 - I. Training takes less than 30 minutes
 - II. Point and Click GUI User Interface
 - III. Any employee can be trained in minutes on UDMS
- II. Increased Customer Service/Device retention**
 - I. Allows tracking of device performance
 - II. Service Handsets at the point of sale with one tool
 - III. Add a powerful tool to existing PST stations at POS
 - IV. Eliminate device returns
 - V. Process Reverse Logistics on returns at the POS
 - I. Removing sensitive customer Content/Data
 - VI. Save on labor & out-sourcing costs
 - VII. Eliminate laborious OEM PST updating and training

Benefits-Back Office

- I. Reverse Logistics**
 - I. Cut Labor Cost
 - II. Process Multiple Handsets Simultaneously in Minutes
 - III. Ease of Use- No Complex PST Tools to Learn
 - IV. Mass transactional reporting

Enterprise **HoudiniSoft**

HoudiniSoft Service Platforms



**UDMS
Service
Platform**



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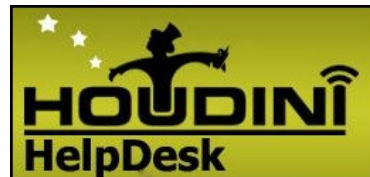
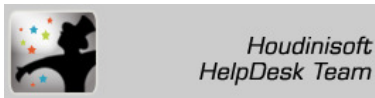
Service Platform Features

- I. Secure integration with carrier provisioning platform
- II. Interfaces to Billing & Provisioning
 - I. SOAP XML
 - II. ESN POST
- III. Device Flow Control
- IV. Parent Child Relational User Management
- V. Report access 24x7
- VI. Live Call Center Support
- VII. Live Chat Support
- VIII. HelpDesk Access
- IX. Market Training & Rollout



Software/Hardware Requirements

- I. **PC User Station:**
 - I. **Retail** - Basic PC Requirements. Most POS systems can be used today
 - II. **Back Office** - HoudiniSoft proprietary multi load PC
- II. **USB Cables:** HoudiniSoft and OEM Cables
- III. **Device Drivers:** Houdini drivers have been developed internally to be used with UDMS. (32 & 64 bit supported)
- IV. **OS Support:** Windows XP , Vista , 7 supported. (32 & 64 bit)





Open Q&A

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