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Customer Experience.
Subscriber Insight.
Your Network. The Way It Should Be.
Device Manager.
Home Analytics.

ADTRAN

In this session, Jeremy Harris, ADTRAN's Director of Product Management, will showcase our growing suite of innovative consumer services backed by unprecedented ISP controls to improve your business while delivering next-level experiences to your subscribers.

ADTRAN's Mosaic Subscriber Suite is an all-in-one subscriber insight and management software that offers cloud-based tools to make device installation, activation and service restoration ultra-efficient, while improving the overall subscriber experience.

Customer Experience

Powered by Plume®, our software-defined network powers a cloud-based and AI-driven platform—the powerhouse of our offering. This open-source software allows services to be deployed across your network at a speed and scale like never before. Deliver AI-driven whole-home Wi-Fi coverage, security to protect every device, guest access, parental controls, motion detection, and more.

Subscriber Insight

This cloud-based solution enables service providers to measure data usage and identify revenue leakage; integrates with back office accounting tools to quickly identify account numbers, equipment, and billing address. Reduce operational costs, drive new service adoption, and increase customer loyalty with Subscriber Insight.

Device Manager

Device Manager is a robust TR-069 Auto-Configuration Server (ACS) management platform purpose-built to support a variety of functionalities, including autoconfiguration and dynamic service provisioning, software/firmware image management, status and performance monitoring and diagnostics.

Home Analytics

Home Analytics provides customer support representatives (CSRs) with a straightforward way to troubleshoot subscriber home networks. Provide CSRs a better understanding of subscriber service calls and the recommendations they need to resolve Wi-Fi issues quickly, proactively eliminating the need for on-site visits.



Jeremy Harris
Director, Portfolio Management, Subscriber Solutions & Experience
ADTRAN

A seasoned telecom professional, Jeremy Harris currently serves as the Director of Portfolio Management for the company's Subscriber Solutions & Experience Portfolio which includes residential and business CPE, Wi-Fi access points and residential gateways, and most importantly the software applications, tools, and operating systems to enable these devices. In this role, he is responsible for leading a team of product managers to define the global strategy for extending programmability and network tools to the subscriber edge and transitioning the business CPE portfolio to virtualized network functions and SD-WAN. Prior to this role, Harris served in a number of roles of increasing responsibility in engineering, vendor/contract management and product management. Harris holds a bachelor's degree in engineering from the University of Alabama in Huntsville.