USERSIDE

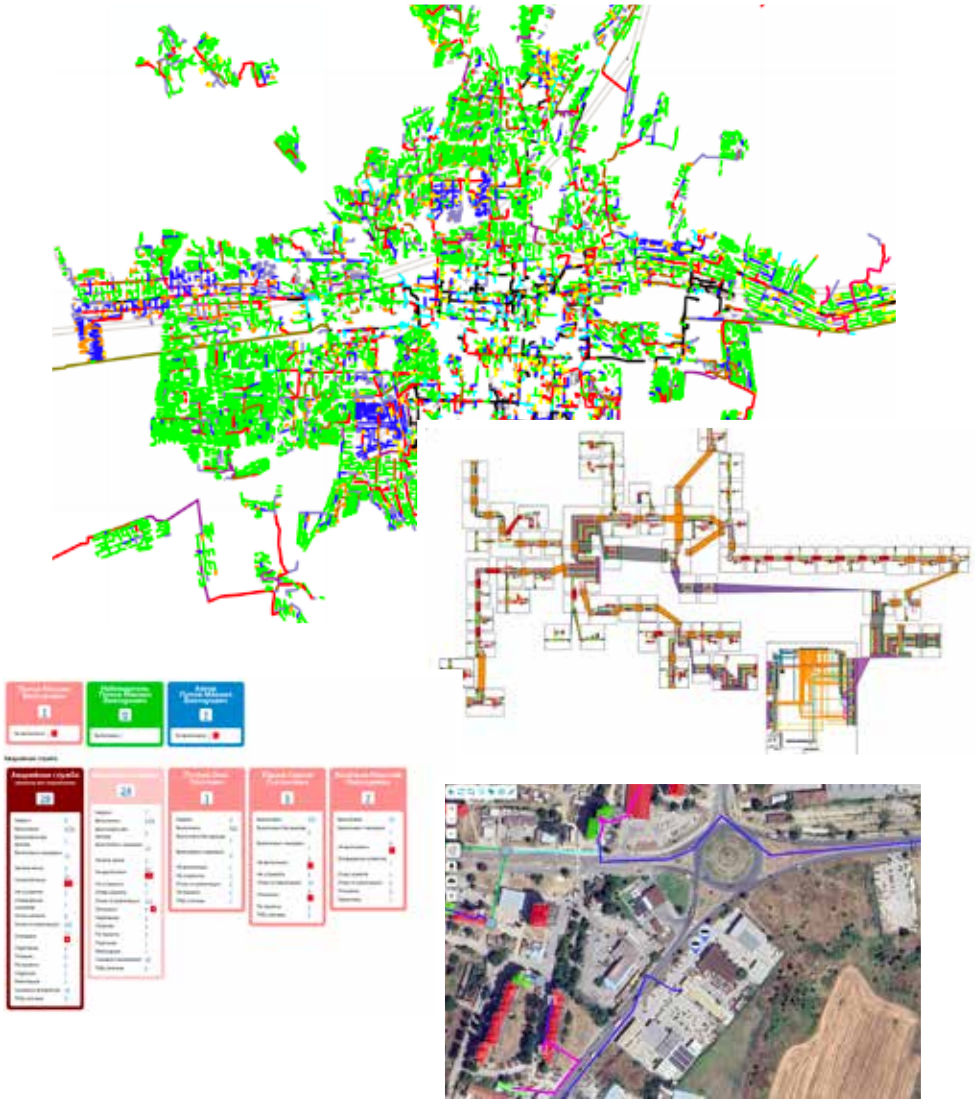
SIMPLE AND RELIABLE ALL-IN-ONE SOLUTION
FOR TELECOM OPERATORS

USERSIDE • WHAT IS IT?

A web-based software suite for the efficient management of various processes within a telecommunications company.

Why do you need Userside:

- **Interactive Map:** Numerous objects of your network or infrastructure on a single map, where everything is visible by type, level, location, etc.
- **“Build-Your-Own” Approach:** Select the modules you need from the available options to ensure monitoring and accounting specifically tailored to your company.
- **All-in-One:** - Replace a multitude of different programs, each of which separately addresses accounting, work execution, documentation, etc. – and consolidate it into one convenient interface.
- **Information Always at Hand:** The service is accessible both via the web and from a smartphone or tablet, so you can access the most important information at any time.
- **Data Security is a Priority:** No “cloud” storage; all your data remains within the boundaries of your configured digital infrastructure.
- **Support and Development:** Userside has a reliable support service that will assist with nuances in operation and configuration. The product is actively updated and maintained to meet the standards of modern, secure digital solutions.



FEATURES / COMPONENTS OF USERSIDE

FULL INFRASTRUCTURE CONTROL

A software feature that allows administrators and users to track, manage, monitor, and configure any cable lines, equipment, structures, or technological objects.

EQUIPMENT ACCOUNTING

Functionality that allows you to keep track and control the used hardware.

DYNAMIC INTERACTIVE ONLINE MAP

A software product that provides users with the ability to view and interact with equipment overlaid on cartographic data in real-time via a local network or the Internet.

THE ALL-ROUNDER

All objects and sections of the product are deeply interconnected, thus providing more opportunities for problem-solving.

DATABASE OF SUBSCRIBERS / CLIENTS / ANYONE

A software feature that allows you to store and manage customer information, perform related tasks, and accumulate interaction history.

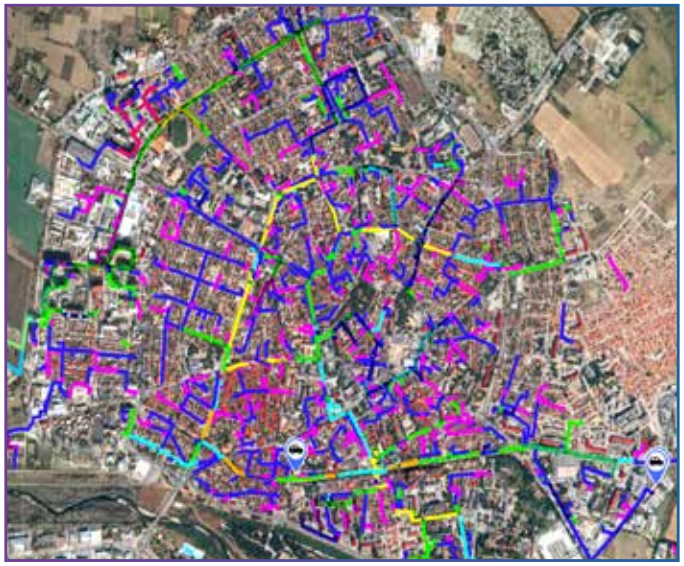
DATA SECURITY AND CONFIDENTIALITY

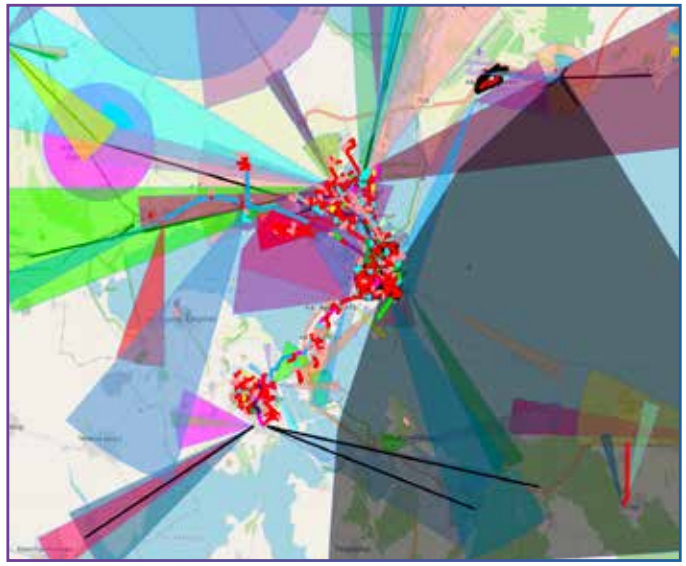
Important software features that ensure the protection and confidentiality of information stored and processed by the program. Access to data can be divided both functionally and territorially.

The system is adapted for operation from a computer, tablet, and smartphone from anywhere in the world.
Accessibility and a low entry threshold for users:
a simple, user-friendly, and intuitive interface does not require extensive staff training for use.

COVERAGE

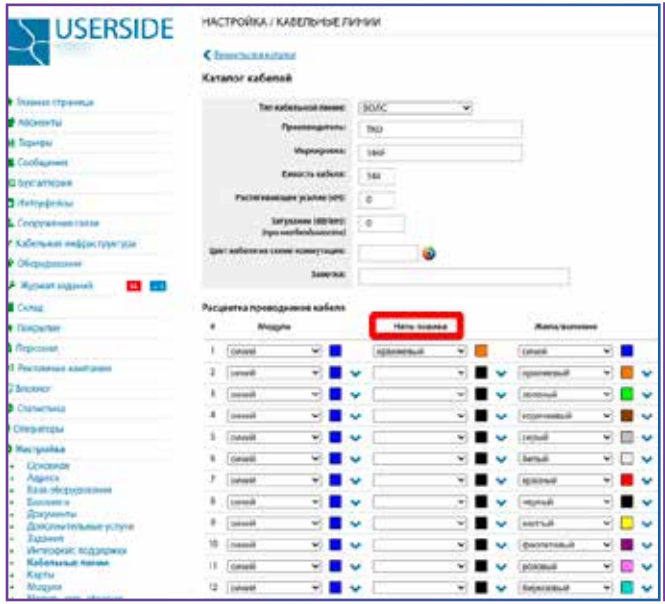
- Interactive coverage map of services that interacts with various geo-services and systems.
- Objects:
  - Coverage buildings;
  - Communication/network nodes;
  - Couplings/Splice Closures;
  - Poles;
  - Manholes/Handholes;
  - Cable lines and networks;
  - Cable ducts;
  - Radio equipment.
- GPS positions of employees, crews, and vehicles.
- Coverage depth by subscribers and traffic/service volume in buildings.
- Ability to visually display high/low activity of buildings on the map, allowing visual identification of problem areas in the network.
- Customizable color coding of objects.
- Ability to navigate to any object directly from the map with a single click.
- Ability to visually identify network coverage based on various parameters:
  - depending on cable density;
  - based on the type of network installation (aerial, underground, etc.);
  - custom, unique markers for large objects.

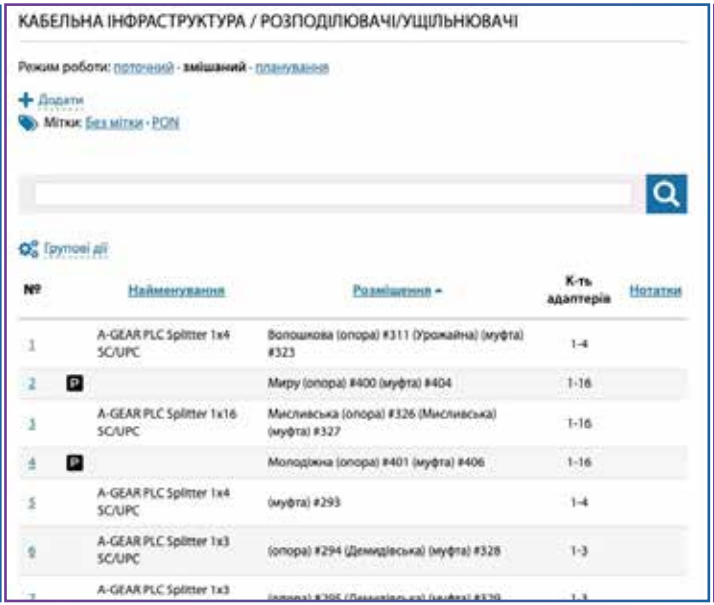


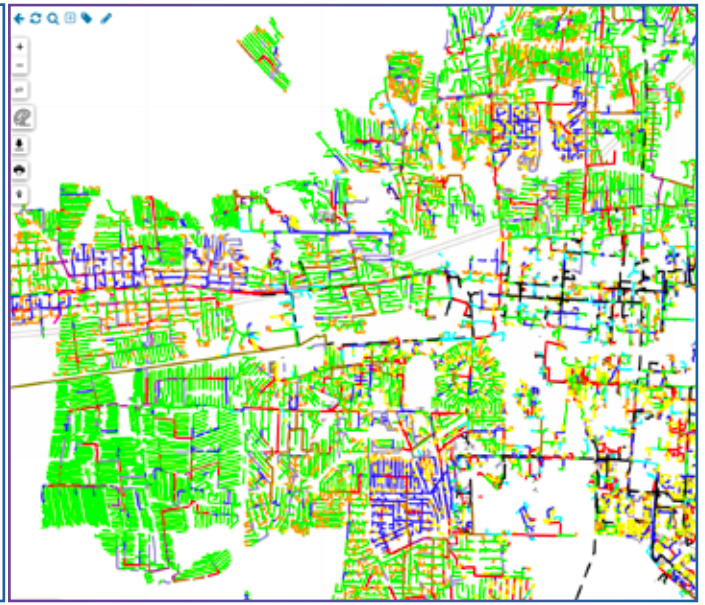


CABLE LINES AND NETWORKS

- Customizable cable catalog.
- Length can be entered manually or calculated automatically by the geocoder based on coordinates.
- Arbitrary objects on the route (manholes, poles, transit in ducts).
- Arbitrary slack/reserve both at objects on the route and at any specified location.
- Each cable type has its own color and the ability to be connected to any system object, including displaying information about the cable's termination point.
- Support for cables of any density in any quantity.
- Files (reflectograms, etc.) can be attached to the network as a whole and to each cable.
- Ability to break a cable line at any arbitrary point.
- Fiber optic routes, backbone cables.
- Calculation of the connection route (when specifying the start and end points between which the route needs to be laid).
- Arbitrary labels (for example, for projects, underground networks, etc.).
- Planning mode (fixing objects that are not yet built or available).
- Comments on fibers.
- End pigtails of various types (including visually on the diagram).





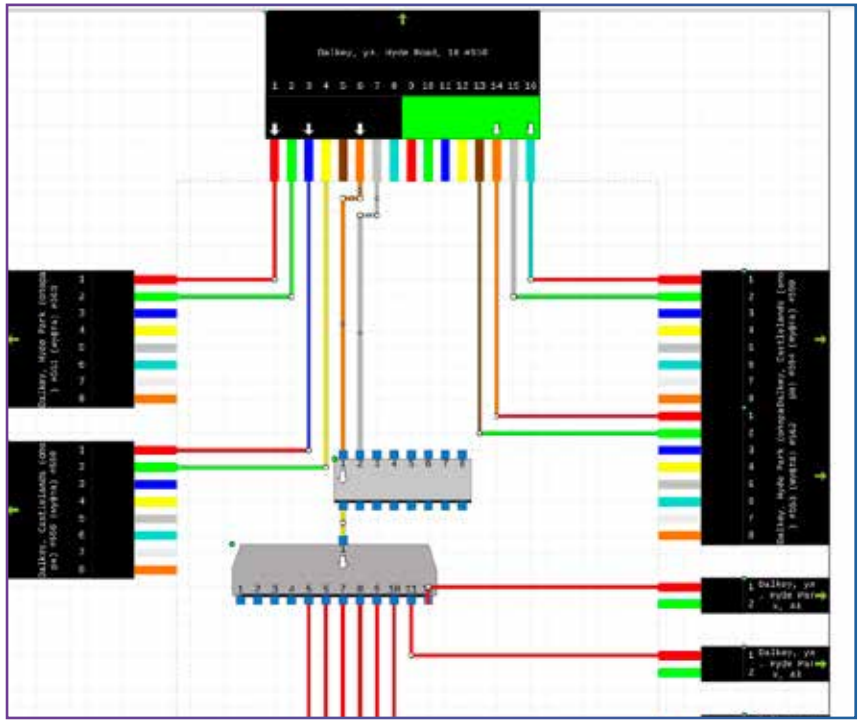


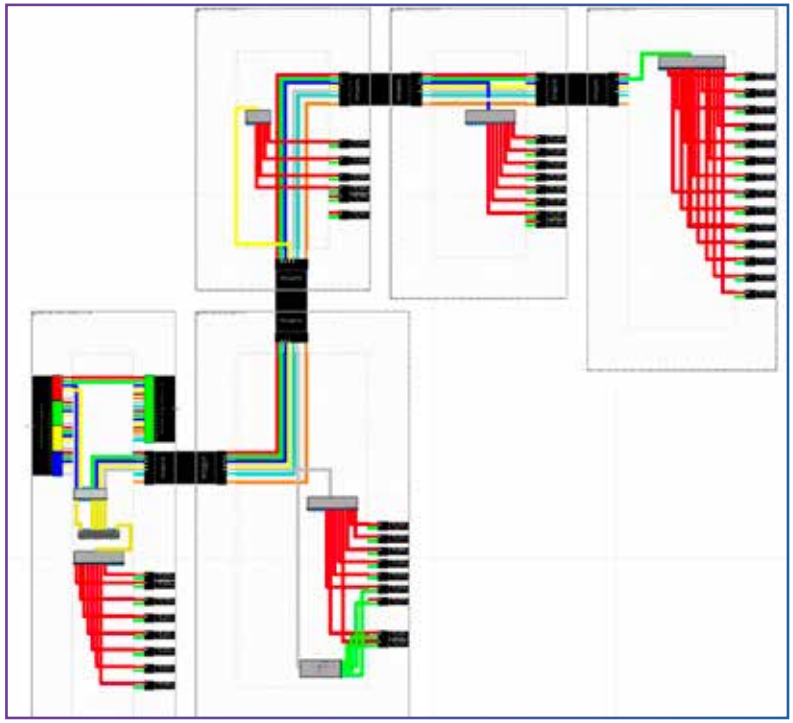
SWITCHING IN THE COMMUNICATION NODE / COUPLING

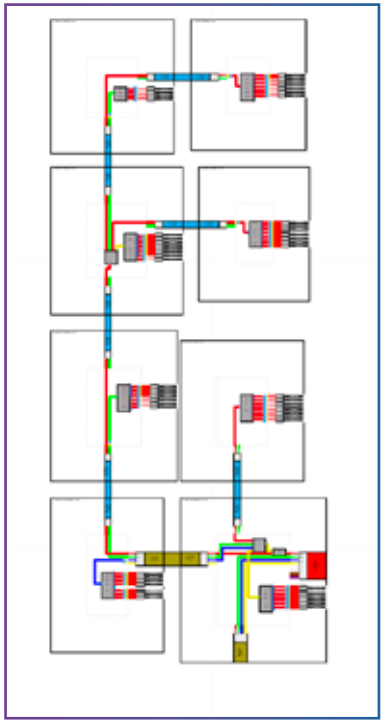
Interactive. A “wizard” is available for mass fiber connection.

- Allows connection of:
  - Fiber optic lines;
  - UTP lines;
  - ODFs;
  - Splitters/Couplers;
  - Switches, radio equipment;
  - Media converters;
  - System and other devices.

- Connections have various color markings, including custom ones.
- Labels are available; connected equipment and subscribers are automatically displayed.
- Quick transition to the end object of the connection.
- QR codes: generation of codes that can be affixed to the splice closure, communication node, switch cabinet, or box to facilitate accounting and identification of objects.

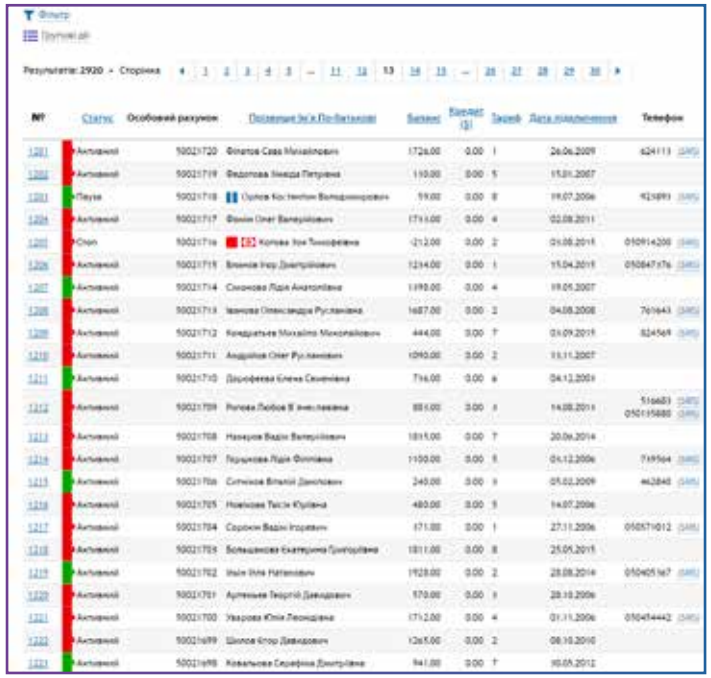


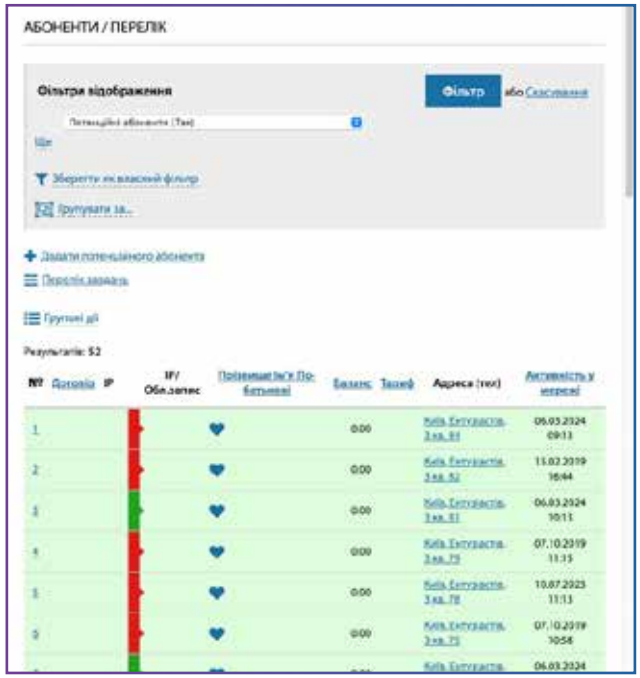


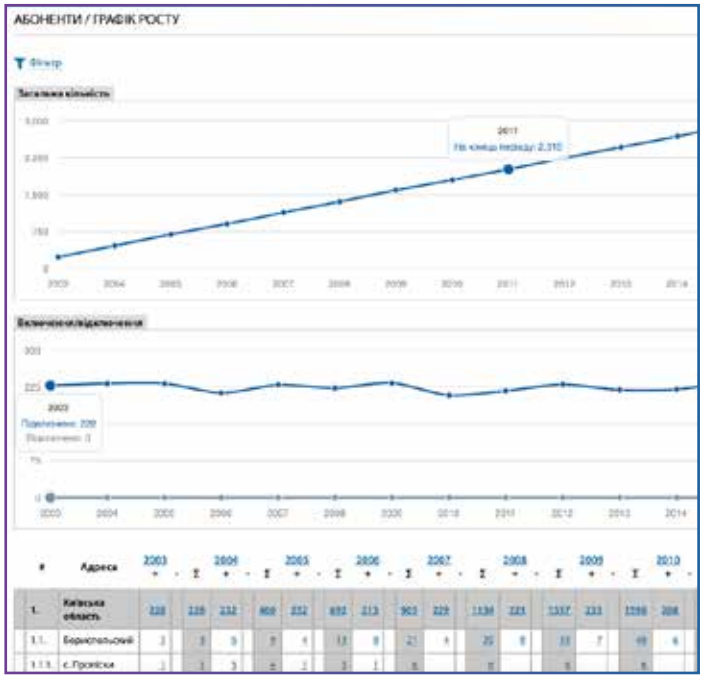


SUBSCRIBERS • CLIENTS • CONSUMERS

- Customer list with extensive options for customization and filtering by various parameters.
- Ability to configure labels and visual attributes for different categories of clients:
  - VIP client base;
  - Client's personal account;
  - Client activity history;
  - Interaction history with the client: inquiries, diagnostic actions, requests and their processing, calls, etc.;
  - Registration of incoming calls by the client, creation of tickets and tasks.
- General statistics: activity graphs, customer coverage, etc.
- Support for customer disconnection processes, a database of former customers, which helps to quickly restore and reactivate an account if needed.
- Generalized financial statistics: graphs of total revenue from subscription fees (service fees) broken down by tariff plans/ categories of clients.
- Document generation - based on templates and custom ones.
- Customizable additional fields.

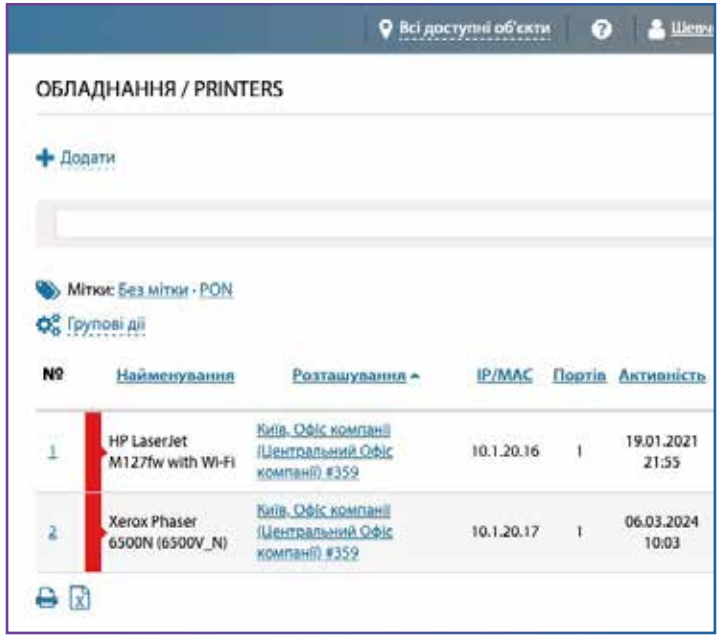


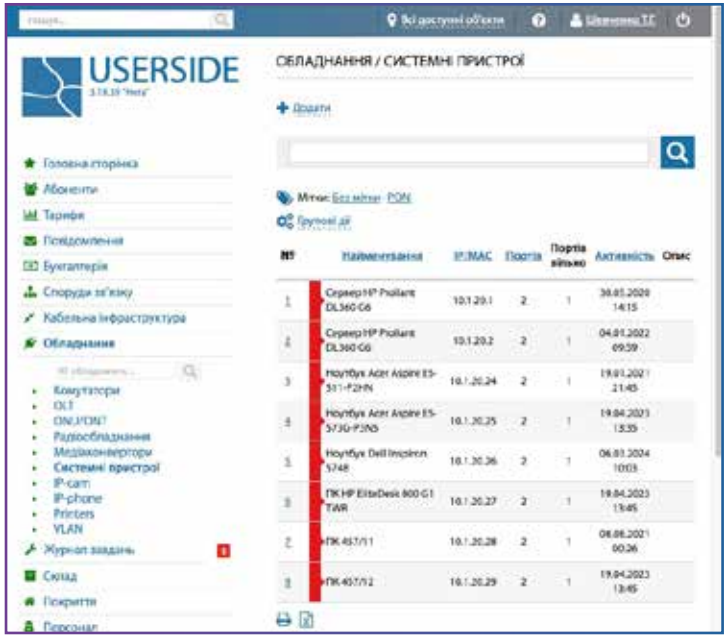


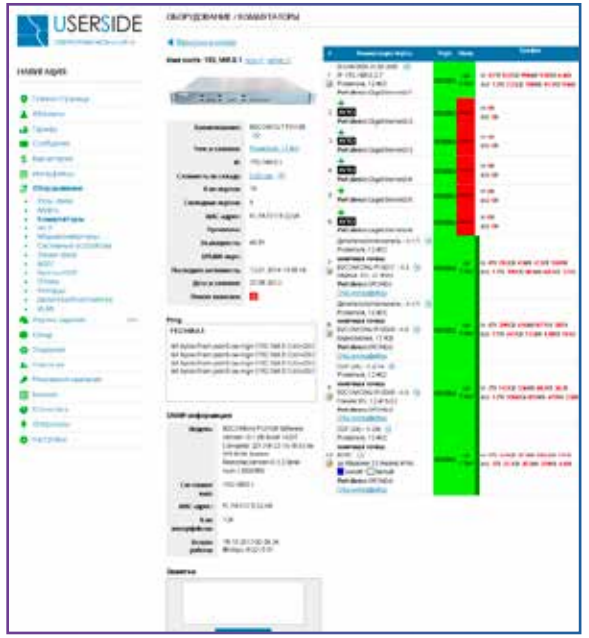


EQUIPMENT

- Unlimited number of interfaces for configuration.
- Standard database of switches and radio equipment with default parameters.
- Online status of interfaces, equipment units, current status, speed, and error counter.
- Information about the connection of each interface.
- Ability to disable/enable an equipment unit.
- ARP/FDB tables.
- For certain equipment, control of firmware versions and a consolidated report for all equipment units are available.
- Linking to the warehouse module (with warehouse operations, serial/inventory numbers, etc.).
- MAC address history for all interfaces of all equipment, including the detection of viruses and other malicious activity.
- Automatic (logical) connection of subscribers to interfaces.
- Automatic periodic polling of device status.
- Separate functionality for PON optical networks (OLT, ONU/ONT).
- Hot-swap of a device while preserving the connection.
- Construction of a structural connection diagram for each interface.
- Functional marking of equipment (UPLINK/DNLINK-interfaces).

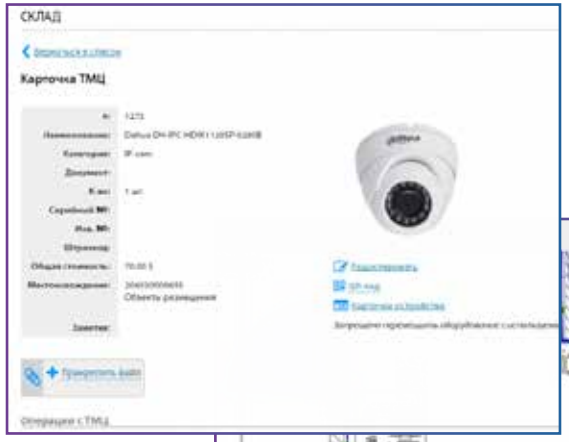


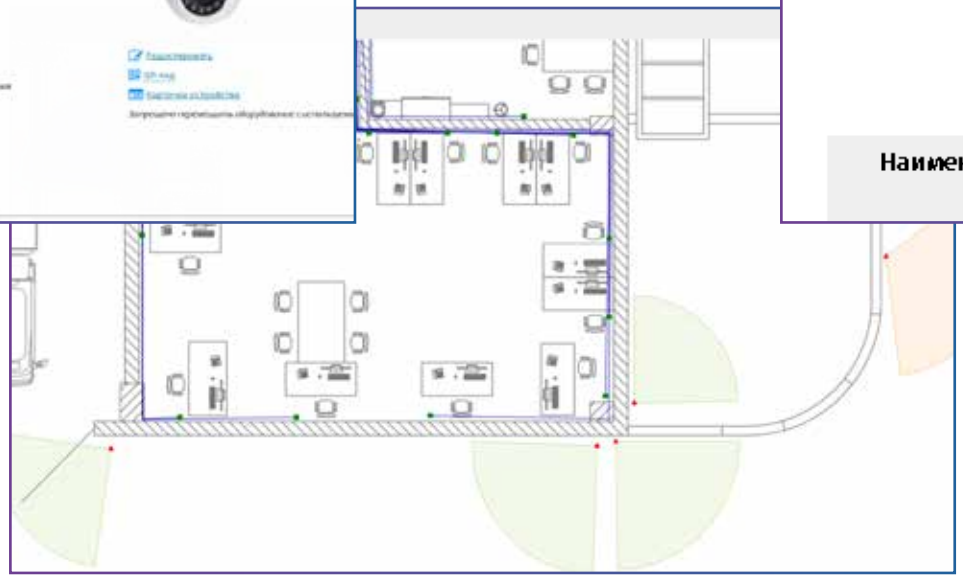


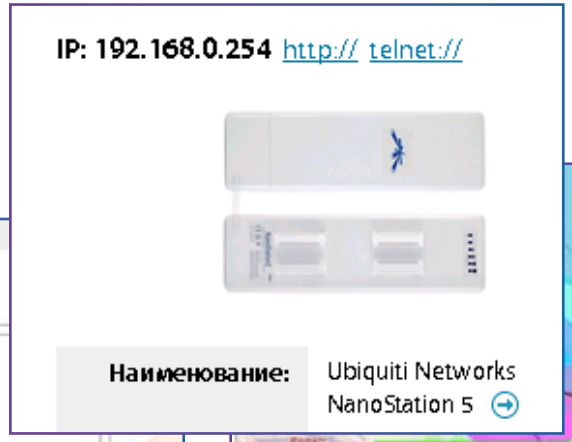


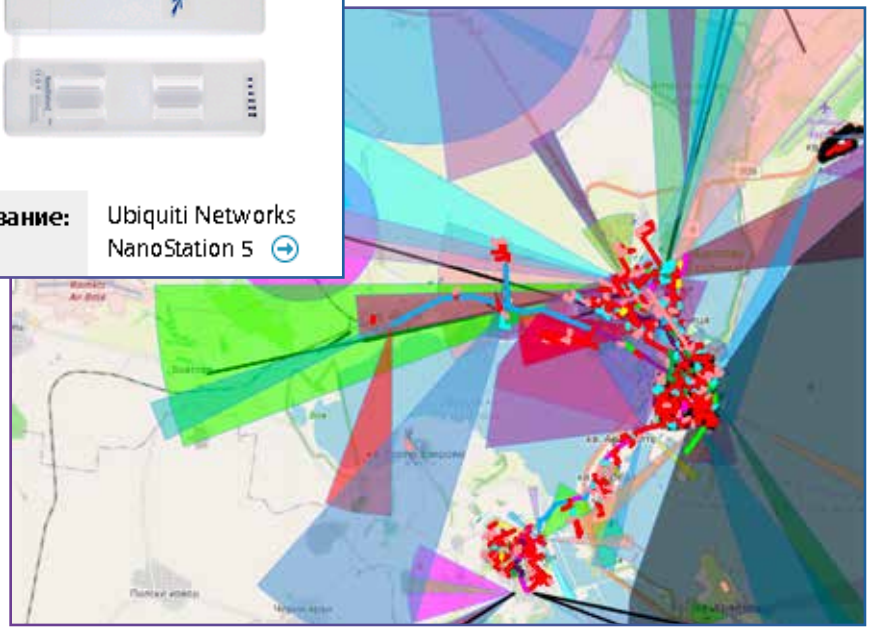
RADIO EQUIPMENT AND SURVEILLANCE CAMERAS

- Can be installed both at a specific communication node and directly to a subscriber.
- Ability to configure azimuth and sector.
- Signal level monitoring of connected radio subscribers.
- Ability to display information about signal levels of equipment on the main service page.
- Display of images from surveillance cameras, control, and monitoring.
- Activity monitoring/disabling of equipment (with configuration of notifications about problems via email/sms/visual alerts).
- Interaction with the warehouse.
- Customizable labels, additional fields, and the ability to add files.



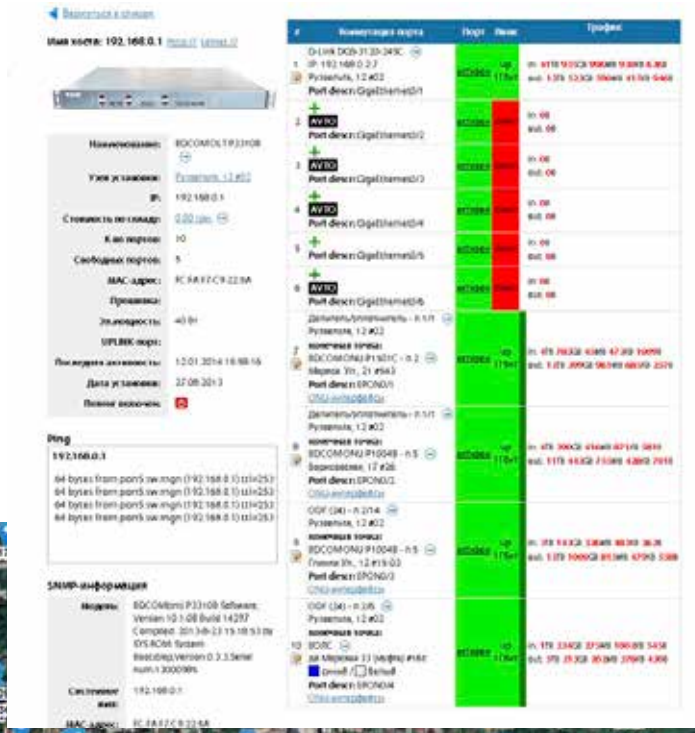




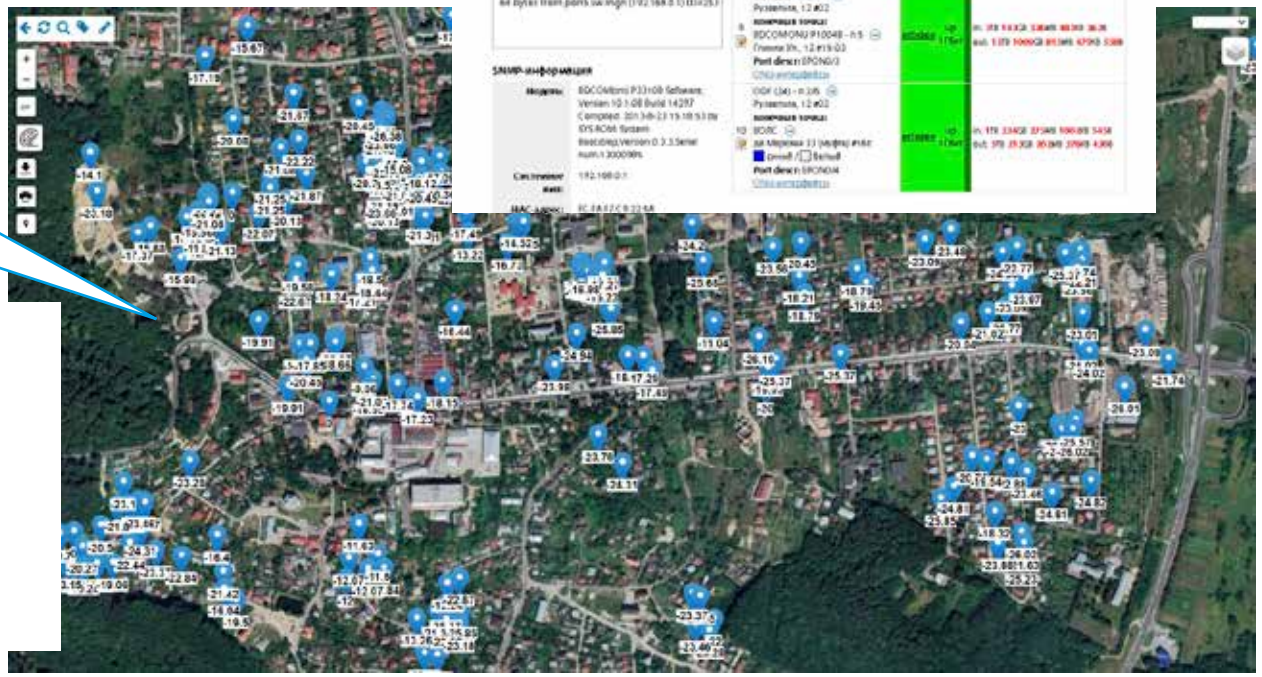


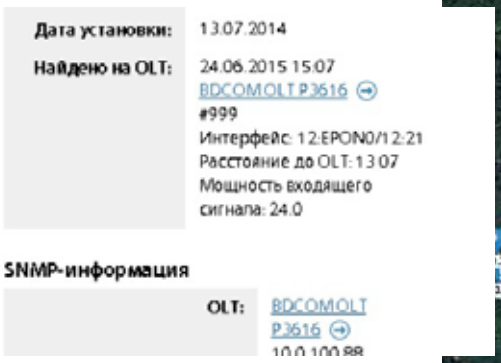
PON

- Support for OLT features from different vendors.
- Signal level monitoring on ONU/ONT.
- Notifications about signal level violations on ONU/ONT.
- Information about ONU/ONT (distance, model, description, etc.).
- Mapping of the PON network. Different color coding, including accounting for the type of installation and density of fiber optic lines.
- Support for splitters of various types.
- Construction of a structural diagram.
- Display of the optical budget, taking into account construction lengths of fiber optic lines and splitter types.



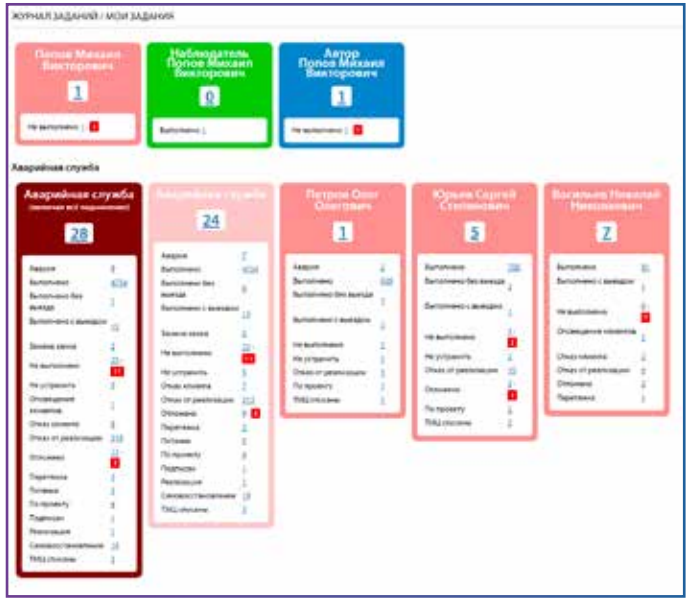
PON signal levels with history and display on the map. If a tree fell on the cable, and it sagged, there's no other way to know about it - because it didn't break, but the signal levels dropped for all nearby subscribers.





REQUESTS AND TASKS

- Any types of work with flexible configurations.
- Automatic assignment of specialists and/or departments to a specific task based on the type of work and queue.
- Deadline control.
- Comments and task links.
- Statistics.
- Consolidated pages for quick review of statistics, a list of assigned tasks for yourself, your department, and all your subdivisions.
- News - updates on tasks.
- Customizable task statuses (states) and typical comments.
- Ability to generate various documents, work orders, etc.
- Remote closing of work orders.
- Display of tasks on the map.
- Assignment of subscribers/consumers to tasks.
- Transfer of consumables, equipment, and other inventory items to tasks.
- Periodic/recurring tasks.
- Calculation of payment to performers (if needed).
- Notifications to employees about tasks and new assignments for them.
- Sending notifications in any convenient way: integration with email, SMS, Telegram, etc.
- It is possible to «pull» the weather forecast into the task list to better understand the situation and plan the execution of internal or external work.



PERSONNEL AND FLEET

- Accounting of subdivisions and departments with a hierarchical structure of any complexity.
- Customizable employee cards with the ability to add files and photos.
- Possibility of assigning an employee to multiple subdivisions with different roles (manager, deputy, employee) and positions.
- Timesheet.
- Information on work and salary calculation based on tasks (tickets) for the employee and the subdivision.
- System of bonuses and penalties.
- Accounting of transport and the vehicle fleet.

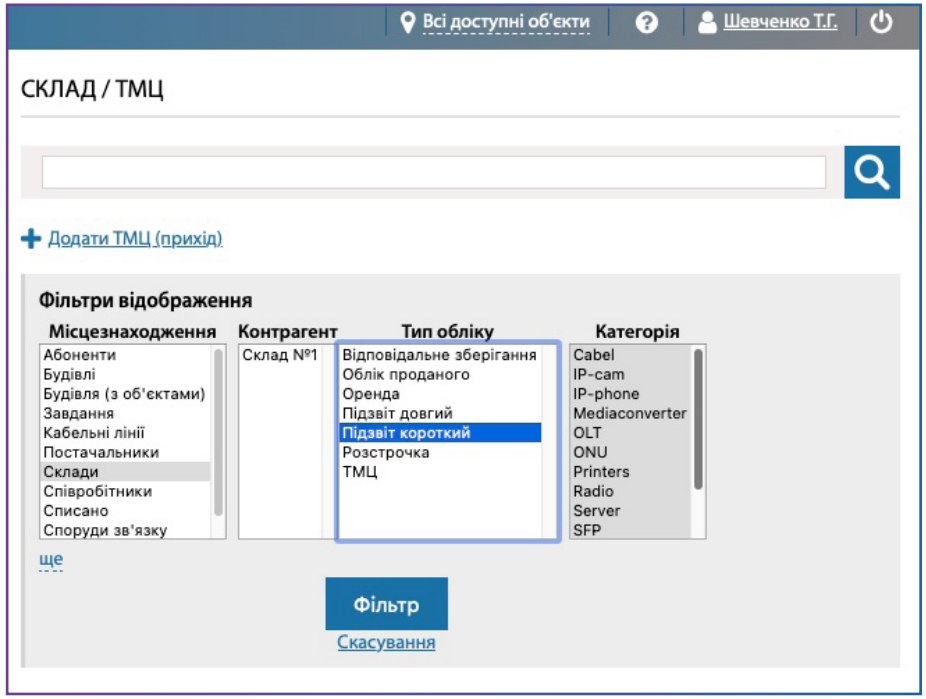
GPS Module

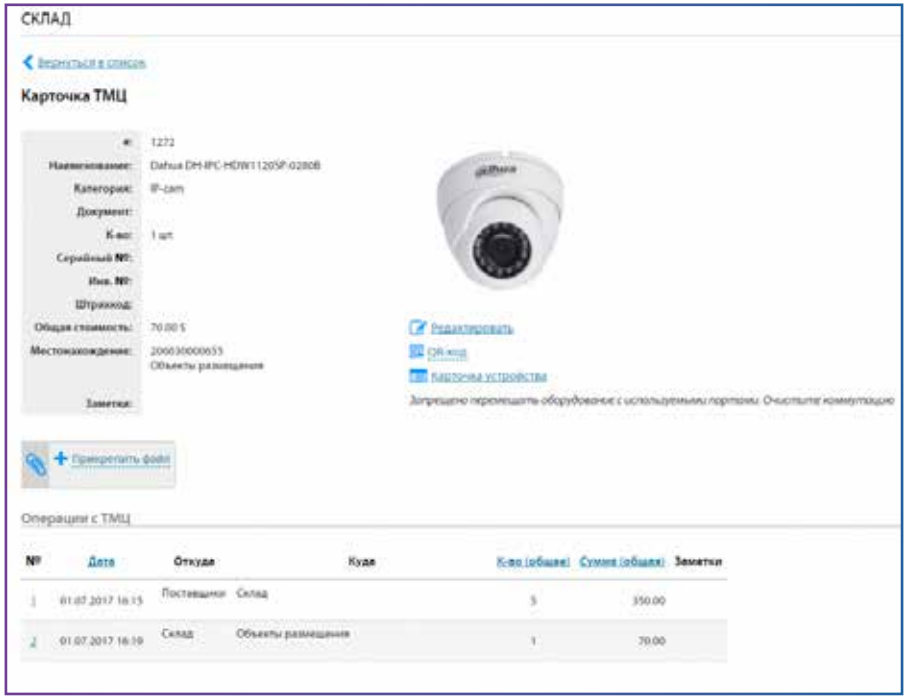
- Monitoring the location of employees and transport.
- Support for different tracker models (including software-based ones (Android/iOS).
- Displaying the location on a map, which allows, among other things, to find the employee closest to the location of an incident.
- Recording and displaying reports and route sheets for transport (time, speed, distance, addresses, etc.).

WAREHOUSE INVENTORY MANAGEMENT

- Catalog of goods and suppliers.
- Different warehouses and financially responsible persons.
- Various objects and accounting types (sub-accounting).
- Serial and inventory numbers. Barcodes.
- Generation of barcodes and QR codes.
- Interaction of inventory items and equipment.
- Information and reports.
- Receipt/transfer invoices.
- Accountability bookkeeping.
- Accounting of inventory items sold to consumers.

- An existing database for standard inventory items.
- Ability to integrate several inventory items into a new product (for example, a switch and SFP modules, which are required on application conjuncutively).
- Reserves in warehouses and notifications about the need for replenishment.
- Generating reports for a specific type of inventory item.
- Setting user rights for the Warehouse module: only performing warehouse operations, or additionally rights to write-off, delete items, etc.





ADVANTAGES OF USERSIDE

PRICE

Pay only for what you use: you have the option to choose modules from the list of available ones, focusing on your needs and expectations.

17 YEARS OF EXPERIENCE

From professionals for professionals. An industry-specific solution for telecom, not a universal constructor. In development since 2007. Ongoing support for 1200+ companies in 23 countries.

SECURITY

Reliable protection of your data: no cloud solutions (THIS IS AN ADVANTAGE!). Data is stored on your server, and only you control it.

INTEGRATION

The product has an extensive API and allows for mutual integration with third-party programs and equipment.

HANDLING LARGE VOLUMES OF DATA

We can quickly process and display a large number of interactive objects. 200 thousand or 1 million. Or more – no problem.

REPUTATION

A large number of clients and long-term contracts, experience in high-quality implementation, support, and technical assistance of various profiles and levels – such contractors do not let you down and do not vanish.

AND MOST IMPORTANTLY!

We have years of experience, recognition, and daily use by hundreds of companies from many countries, including major providers, backbone operators, traffic exchange points, and mobile operators.

We participate in many international conferences, are deeply involved in the telecom community for many years, and keep track of trends.

Visit the “Our Clients” page on the website and learn more:

https://www.userside.eu/en/clients

Olivenet Data Centers
Málaga
http://olivenet.eu

OLIVENET NETWORK
Province of Málaga, Marbella
https://olivenet.es

Aranea
Ararat
http://www.aranea.am/

Arpinet
Vagharshapat
http://arpinet.am/

INTERCONNECT
Yerevan

InterLink
Yerevan
http://interlink.am

Prime Systems
Kotayk Province, Charentsavan
http://www.primesystems.am/

SkyNet
Sevan
http://sky.am

Гиганет
Ararat
http://www.giganet.am

Регионнет
Meghri
http://www.regionnet.am

Intelvision
Victoria
http://www.intelvision.sc/

Netvision
Riga
http://www.netvision.lv

РетНет (RETN Baltic)
Riga
http://retn.net/ru/

ComNet Bulgaria Holding
Bourgas
http://www.comnet.bg

Digicom
Burgas
http://www.digicom.bg

ProLan
Sofia
http://prolan.bg/

svogelan
Sofia Province, Svoge
http://svogelan.net

Алфа Нет БГ
Stara Zagora

Бол Бг Изток
Sofia City Province, Lozen
http://bol-bg.com

D Cloud
Almaty

EsilNet
Petropavl

Meganet
Almaty

NLS Kazakhstan
Almaty
http://www.nls.kz

SMARTNET
Almaty

Казтелепорт
Almaty
http://kazteleport.kz/

Кайнар АКБ
Almaty Region, Talgar
http://kainar.kz/

Ситилан
Aktobe
http://hi3.kz

fregat · DATA GROUP · RETN · DATAIX · NLS KAZAKHSTAN ЕДИНЫЙ ОПЕРАТОР СВЯЗИ · arpinet · ComNet · saima TELECOM · Tcell

POSSIBLE OBJECTIONS

"- We probably don't need this product. Our employees will be against anything new and additional work. The engineer with network diagrams in a notebook will be against it, because he will cease to be irreplaceable."

"- Excel and Outlook are enough for us; why spend on some other software!?"

"- We have our own software programmer, who has been developing software for us for the last 5 years and constantly demands a higher salary. We are fine with that!"

The purpose of USERSIDE is to improve the state of processes in the company as a whole,
not to make the work of individual employees more comfortable.
The result of implementing our solution is a more stable business, not a reduction in complaints from personnel.

USERSIDE
www.userside.eu