



USERSIDE

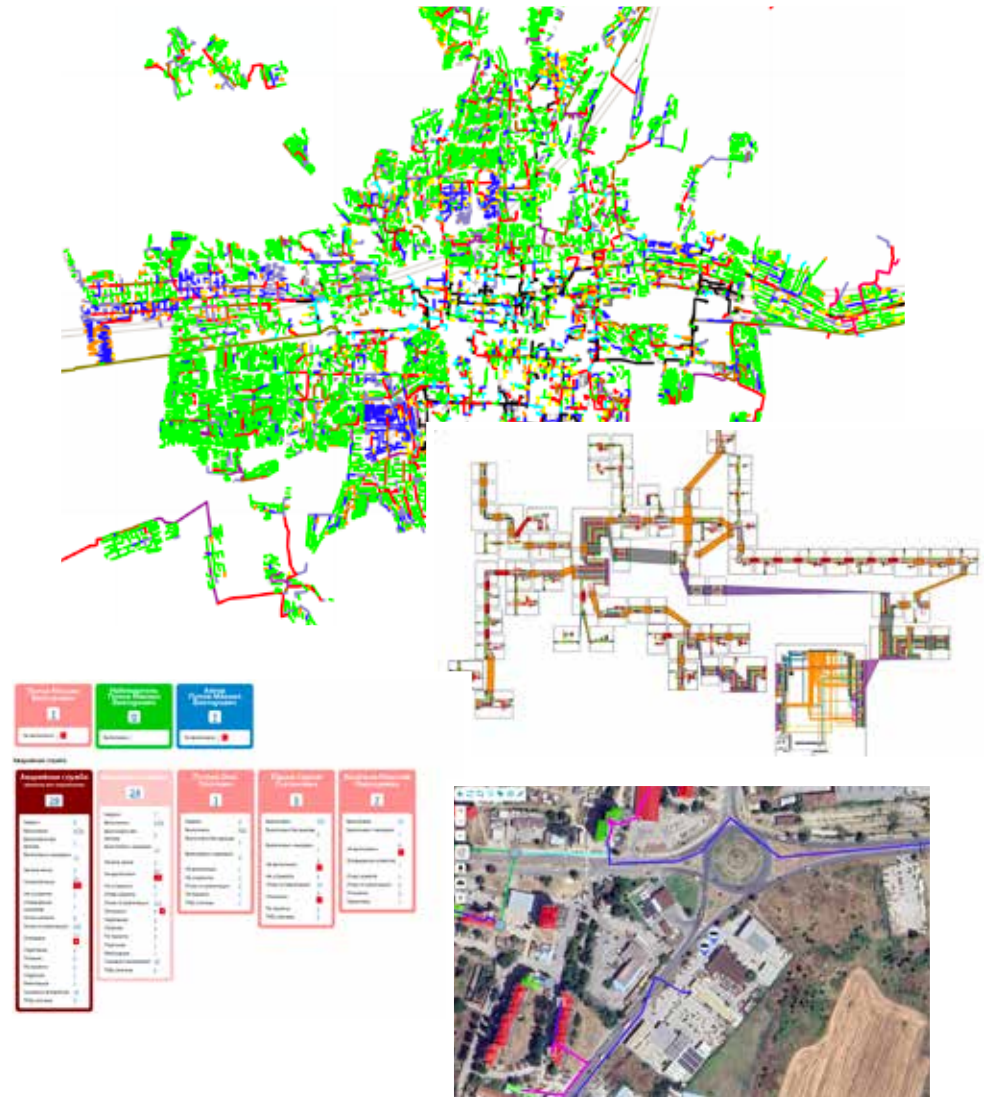
SIMPLE AND RELIABLE ALL-IN-ONE SOLUTION
FOR TELECOM OPERATORS

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.

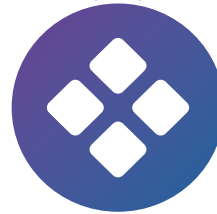


EQUIPMENT ACCOUNTING

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

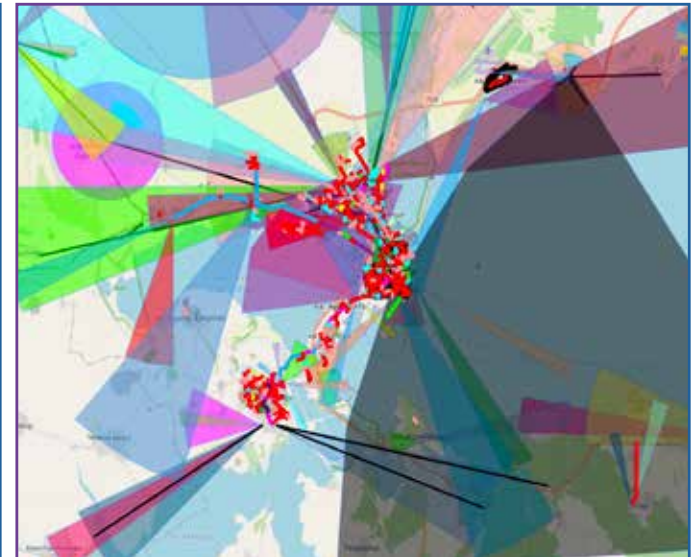
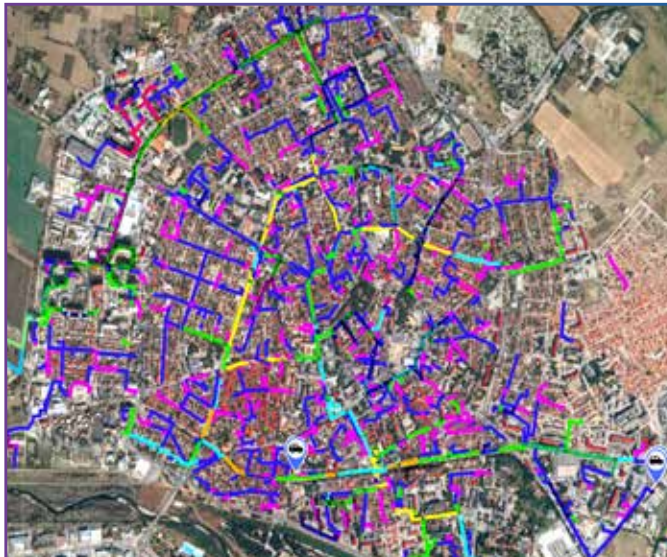
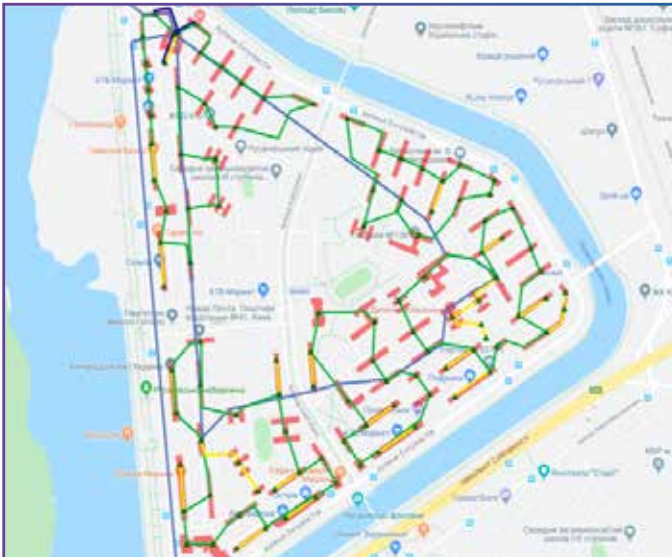
Important software features that ensure the protection and confidentiality of information stored and processed by the program. Access to data can be divided both functionally and territorially.

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.

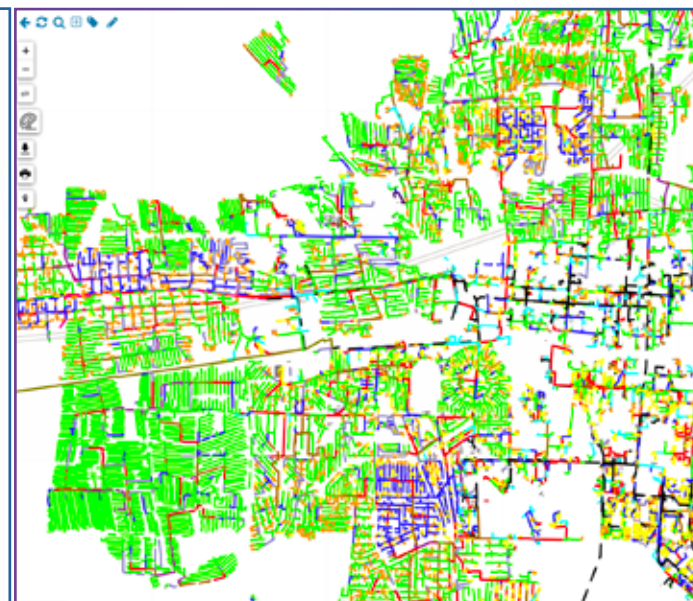
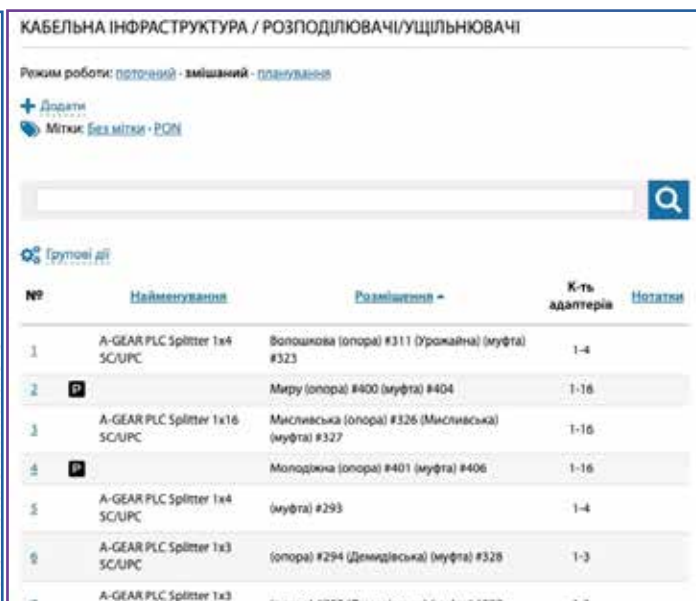
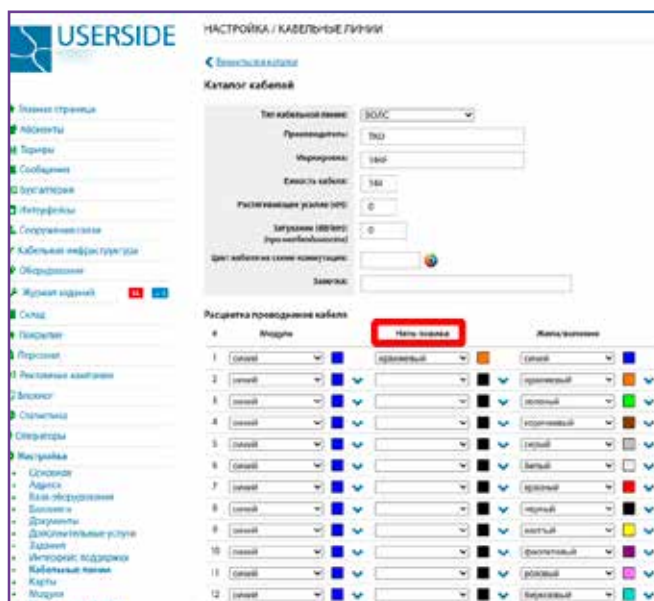
COVERAGE

- 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

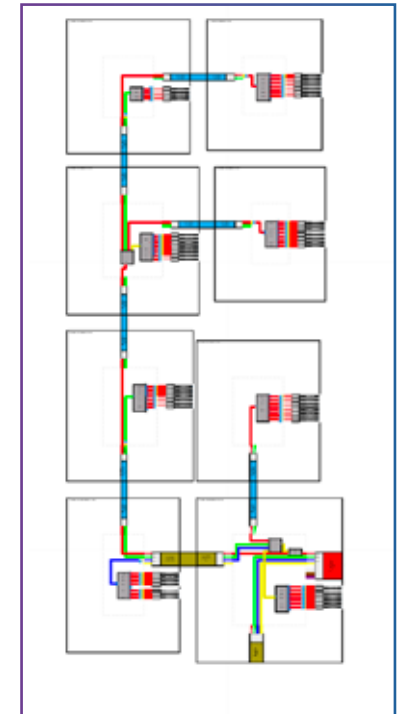
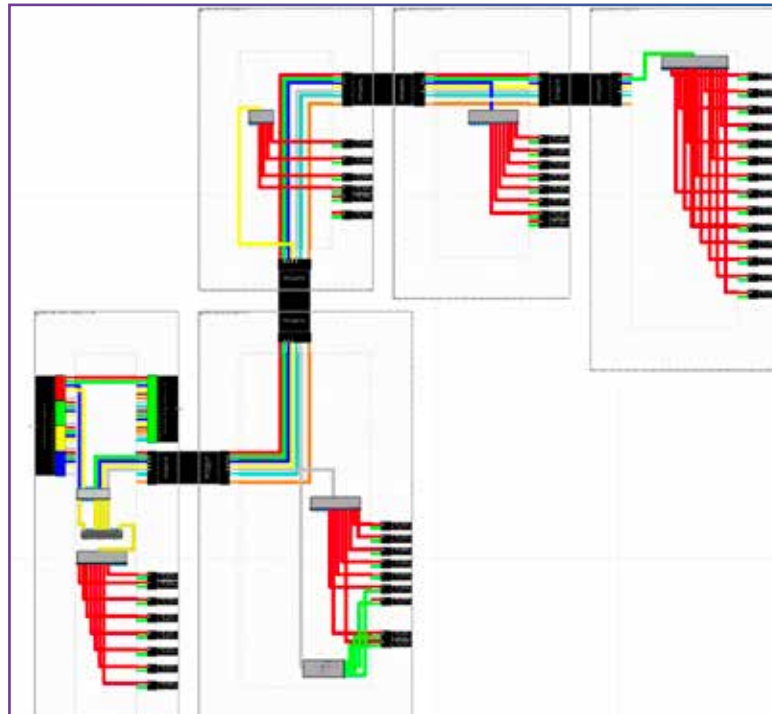
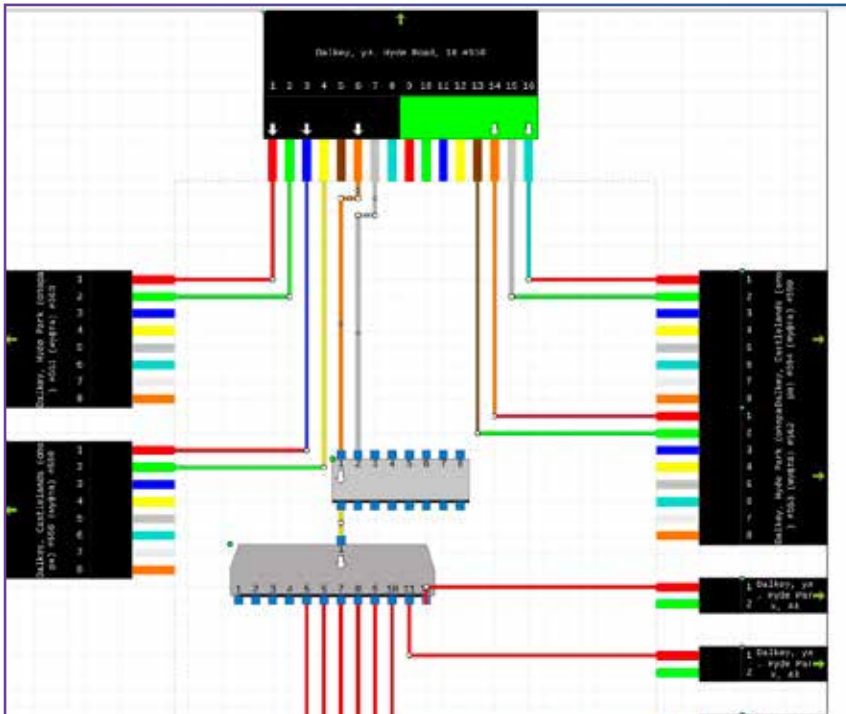
- Customizable cable catalog.
- Length can be entered manually or calculated automatically by the geocoder based on coordinates.
- Arbitrary objects on the route (manholes, poles, transit in ducts).
- Arbitrary slack/reserve both at objects on the route and at any specified location.
- Each cable type 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.

Фільтр

Результати: 2920 • Сторінка 1 2 3 4 5 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30

№	Статус	Особовий рахунок	Послання/Ім'я/Прізвище	Баланс	Баланс (\$)	Тариф	Дата закінчення	Телефон
1201	Активний	90021720	Філатов Саша Михайлович	1728.00	0.00	1	26.06.2009	6241113
1202	Активний	90021719	Федотова Ніколла Петрівна	1190.00	0.00	5	15.01.2007	
1203	Активний	90021718	Ціпка Костянтин Володимирович	99.00	0.00	8	19.07.2006	4136913
1204	Активний	90021717	Фомін Олег Валерійович	1713.00	0.00	4	02.08.2011	
1205	Успіх	90021716	Копцев Ігор Тимурович	-212.00	0.00	2	01.08.2018	0102914209
1206	Активний	90021715	Варенко Ігор Дмитрович	1214.00	0.00	1	15.04.2019	010647176
1207	Активний	90021714	Синюков Дарк Анатолійович	1190.00	0.00	4	19.05.2007	
1208	Активний	90021713	Іванова Олександра Русланівна	1687.00	0.00	2	04.08.2008	741643
1209	Активний	90021712	Коваленко Михайло Миколайович	444.00	0.00	7	01.09.2019	614549
1210	Активний	90021711	Андрухов Олег Русланович	1040.00	0.00	2	13.11.2007	
1211	Активний	90021710	Дорофеева Єлена Сергіївна	716.00	0.00	6	04.12.2009	
1212	Активний	90021709	Риженко Любов Іванівна	885.00	0.00	1	14.08.2011	516653
1213	Активний	90021708	Назаров Вадим Валерійович	1815.00	0.00	7	20.06.2014	010115880
1214	Активний	90021707	Парукова Ларі Філіппівна	1190.00	0.00	8	04.12.2006	719564
1215	Активний	90021706	Ситникова Вікторія Дмитрівна	240.00	0.00	9	05.02.2009	462840
1216	Активний	90021705	Носикова Тетяна Юріївна	480.00	0.00	9	14.07.2006	
1217	Активний	90021704	Сарбон Вадим Ігорович	171.00	0.00	1	27.11.2006	010251012
1218	Активний	90021703	Володимирів Єкатерина Григорівна	1811.00	0.00	8	25.01.2018	
1219	Активний	90021702	Іван Ірина Наталівна	1928.00	0.00	2	28.08.2014	0104025167
1220	Активний	90021701	Антоніва Тетяна Дмитрівна	870.00	0.00	9	29.10.2006	
1221	Активний	90021700	Уварова Юлія Леонідівна	1712.00	0.00	4	01.11.2006	010414442
1222	Активний	90021699	Шолох Ігор Дмитрович	1265.00	0.00	2	06.10.2010	
1223	Активний	90021698	Коваленко Сергійов Дмитрівна	941.00	0.00	7	10.05.2012	

АБОНЕНТИ / ПЕРЕЛІК

Фільтр

Потенційні абоненти (Тариф)

Щодня

Зібрати як власний фільтр

Групувати за...

+ Додати потенційного абонента

Перегляд записів

Групувати за...

Результати: 52

№	Договір	ІР	ІП / Обл.заяв	Потенційні посл. / Потенційні	Баланс	Тариф	Адреса (топ)	Активність у мережі
1				♥	0.00		Київ, Співдружність, 3 кв. 81	05.03.2024 09:13
2				♥	0.00		Київ, Співдружність, 3 кв. 81	11.02.2019 16:04
3				♥	0.00		Київ, Співдружність, 3 кв. 81	06.03.2024 10:11
4				♥	0.00		Київ, Співдружність, 3 кв. 72	07.10.2019 11:35
5				♥	0.00		Київ, Співдружність, 3 кв. 78	10.07.2023 11:13
6				♥	0.00		Київ, Співдружність, 3 кв. 75	07.10.2019 10:56
7				♥	0.00		Київ, Співдружність, 06.03.2024	



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).

ОБЛАДНАННЯ / PRINTERS

Всі доступні об'єкти

Додати

Мітка: Без мітки - PON

Групові дії

№	Найменування	Розташування	IP/MAC	Портів	Активність
1	HP LaserJet M127fw with Wi-Fi	Київ, Офіс компанії (Центральний Офіс компанії) #359	10.1.20.16	1	19.01.2021 21:55
2	Xerox Phaser 6500N (6500V_N)	Київ, Офіс компанії (Центральний Офіс компанії) #359	10.1.20.17	1	06.03.2024 10:03

ОБЛАДНАННЯ / СИСТЕМНІ ПРИСТРОЇ

Всі доступні об'єкти

Додати

Мітка: Без мітки - PON

№	Найменування	IP/MAC	Портів	Активність	Опис
1	Сервер HP ProLiant DL360 G6	10.1.20.1	2	30.01.2020 14:15	
2	Сервер HP ProLiant DL360 G6	10.1.20.2	2	04.01.2022 09:59	
3	Huawei AC6110-A	10.1.20.24	2	19.01.2021 21:45	
4	Huawei AC6110-A	10.1.20.25	2	19.04.2021 13:35	
5	Huawei Dell Inspiron 1748	10.1.20.36	2	06.01.2024 10:03	
6	TK HP EliteDesk 800 G1 TWR	10.1.20.27	2	19.04.2023 13:45	
7	TK HP 451/1	10.1.20.28	2	06.08.2021 00:36	
8	TK HP 451/2	10.1.20.29	2	19.04.2023 13:45	

USERSIDE

ОБЛАДНАННЯ / SWITCHES

Всі доступні об'єкти

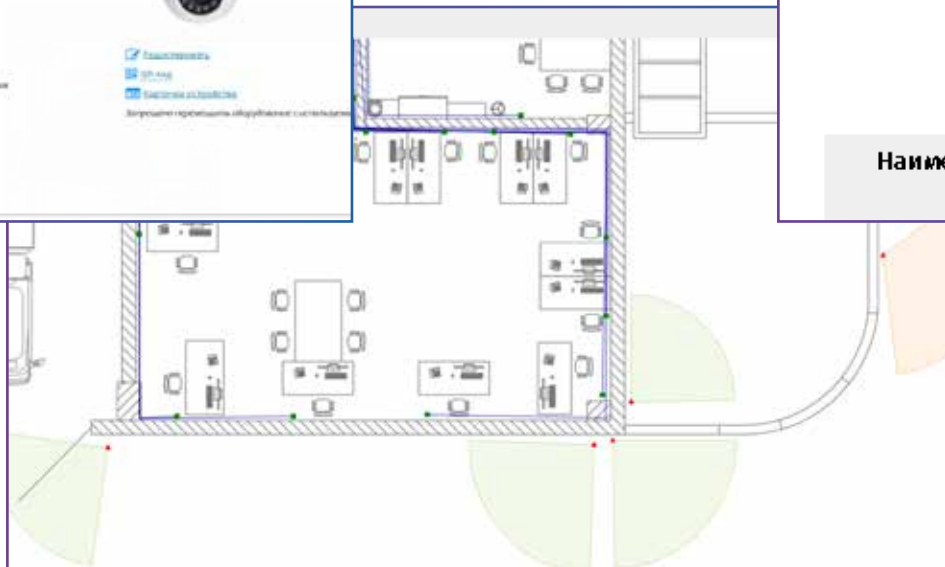
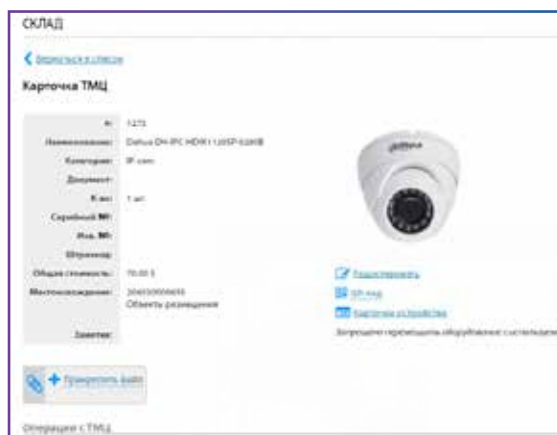
Додати

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3	Huawei AC6110-A	10.1.20.24	2	19.01.2021 21:45	
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7	TK HP 451/1	10.1.20.28	2	06.08.2021 00:36	
8	TK HP 451/2	10.1.20.29	2	19.04.2023 13:45	

RADIO EQUIPMENT AND SURVEILLANCE CAMERAS

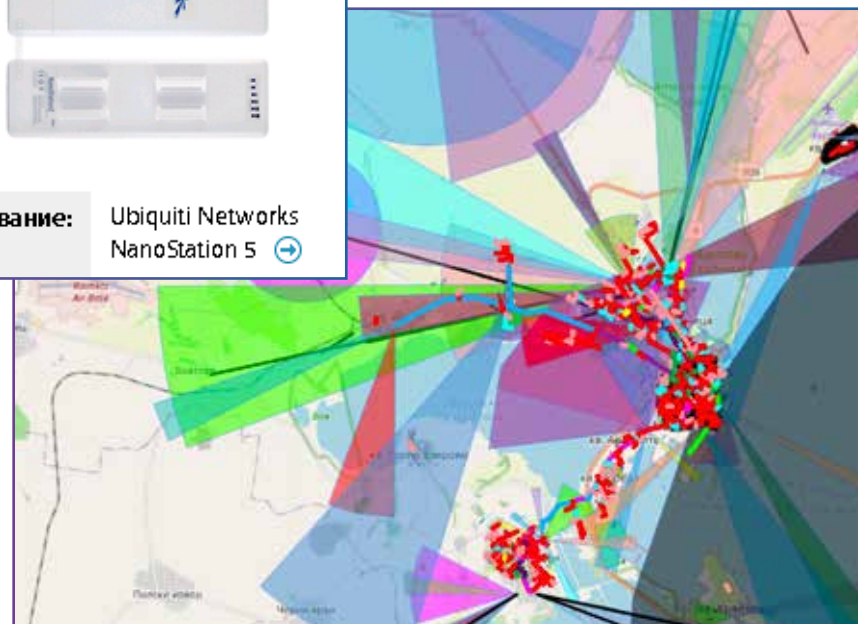
- Can be installed both at a specific communication node and directly to a subscriber.
- Ability to configure azimuth and sector.
- Signal level monitoring of connected radio subscribers.
- Ability to display information about signal levels of equipment on the main service page.
- Display of images from 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.



IP: 192.168.0.254 [http://](http://192.168.0.254/) [telnet://](http://192.168.0.254/telnet/)



Наименование: Ubiquiti Networks
NanoStation 5



PON

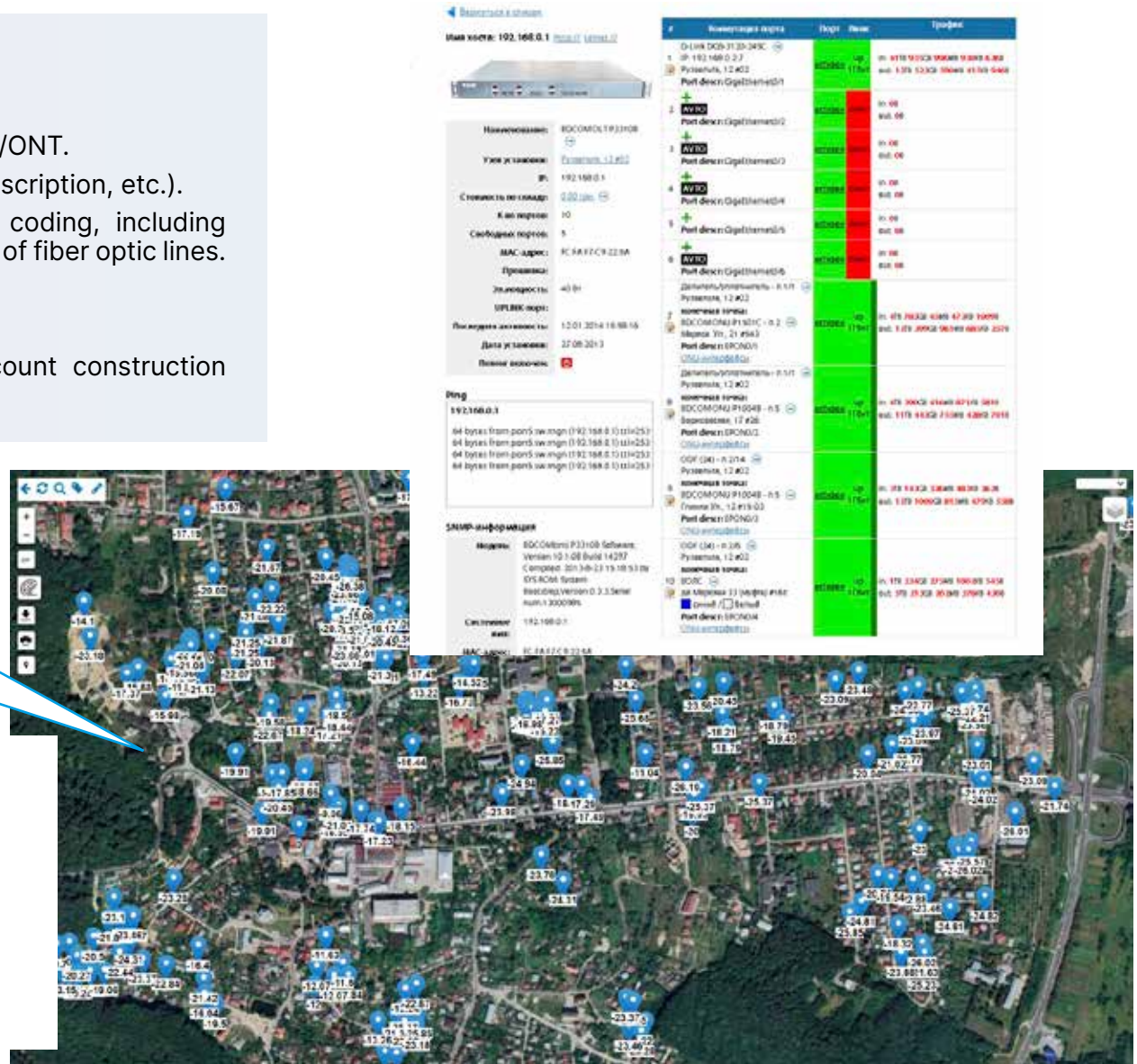
- Support for OLT features from different vendors.
- Signal level monitoring on ONU/ONT.
- Notifications about signal level violations on ONU/ONT.
- Information about ONU/ONT (distance, model, description, etc.).
- Mapping of the PON network. Different color coding, including accounting for the type 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.

Дата установки: 13.07.2014
 Найдено на OLT: 24.06.2015 15:07
 #999
 Интерфейс: 12:EPON0/12:21
 Расстояние до OLT: 13.07
 Мощность входящего сигнала: 24.0

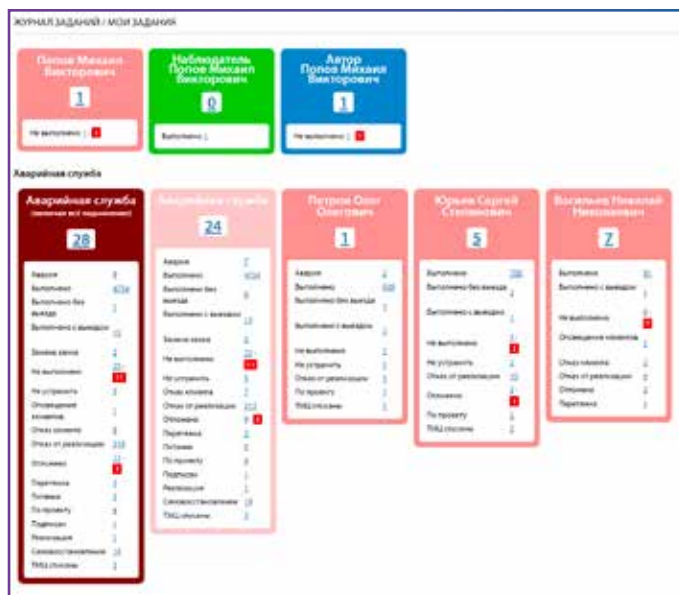
SNMP-информация

OLT: BDCOMOLT P3616
 10.0.1.0.0.0.0.0



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.

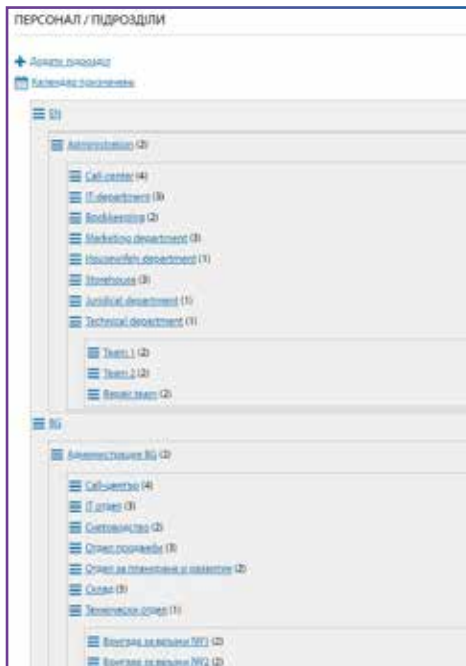


PERSONNEL AND FLEET

- 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.).



№	Співробітник	Посада	01	02	03	04	05	06	07	08	09	10	11	12
			Дн	Сб	Пн	Вт	Ср	Чт	Пт	Сб	Пн	Вт	Ср	Чт
1	Александр А.	Midnight												
2	Александр А.	Midnight												
3	Александр В.	Cleaner												
4	Александр В.	IT department chief												
5	Александр В.	Storehouse chief												
6	Александр В.	Call center operator												
7	Александр В.	Call center chief												
8	Александр В.	Main bookkeeper												
9	Александр В.	Director												
10	Александр В.	Midnight												



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 conjunctively).
- 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.

Всі доступні об'єкти ? Шевченко Т.Г. [Power Icon]

СКЛАД / ТМЦ

[Search Bar]

+ Додати ТМЦ (прихід)

Фільтри відображення

Місцезнаходження	Контрагент	Тип обліку	Категорія
Абоненти	Склад №1	Відповідальне зберігання	Cabel
Будівлі		Облік проданого	IP-cam
Будівля (з об'єктами)		Оренда	IP-phone
Завдання		Підзвіт довгий	Mediaconverter
Кабельні лінії		Підзвіт короткий	OLT
Постачальники		Розстрочка	ONU
Склади		ТМЦ	Printers
Співробітники			Radio
Списано			Server
Спори з зв'язку			SFP

ще

Фільтр


[Скасування](#)

СКЛАД

[Відкрити в списку](#)

Карточка ТМЦ

№:	1272
Наименование:	Dahua DH-IPC-HDW1120SP-Q280B
Категория:	IP-cam
Документ:	
К-сть:	1 шт.
Серийный №:	
Име. №:	
Штрихкод:	
Общая стоимость:	70.00 \$
Местонахождение:	200030000033 Объекты размещения
Замечки:	



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[Настройка устройства](#)

Допущено перемещение оборудования с использованием портов. Очистите коммутацию

+ Присоединить фото

Операции с ТМЦ

№	Дата	Откуда	Куда	К-сть (объект)	Сумма (объект)	Заметки
1	01.07.2017 16:53	Поставщик	Склад	3	350.00	
2	01.07.2017 16:59	Склад	Объекты размещения	1	70.00	

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.



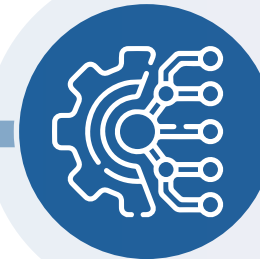
SECURITY

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.



A network diagram consisting of a series of interconnected nodes and lines, forming a complex web-like structure. The nodes are represented by small dots, and the lines are thin, light gray. The diagram is positioned at the top and bottom of the slide, framing the central content.

AND MOST IMPORTANTLY!

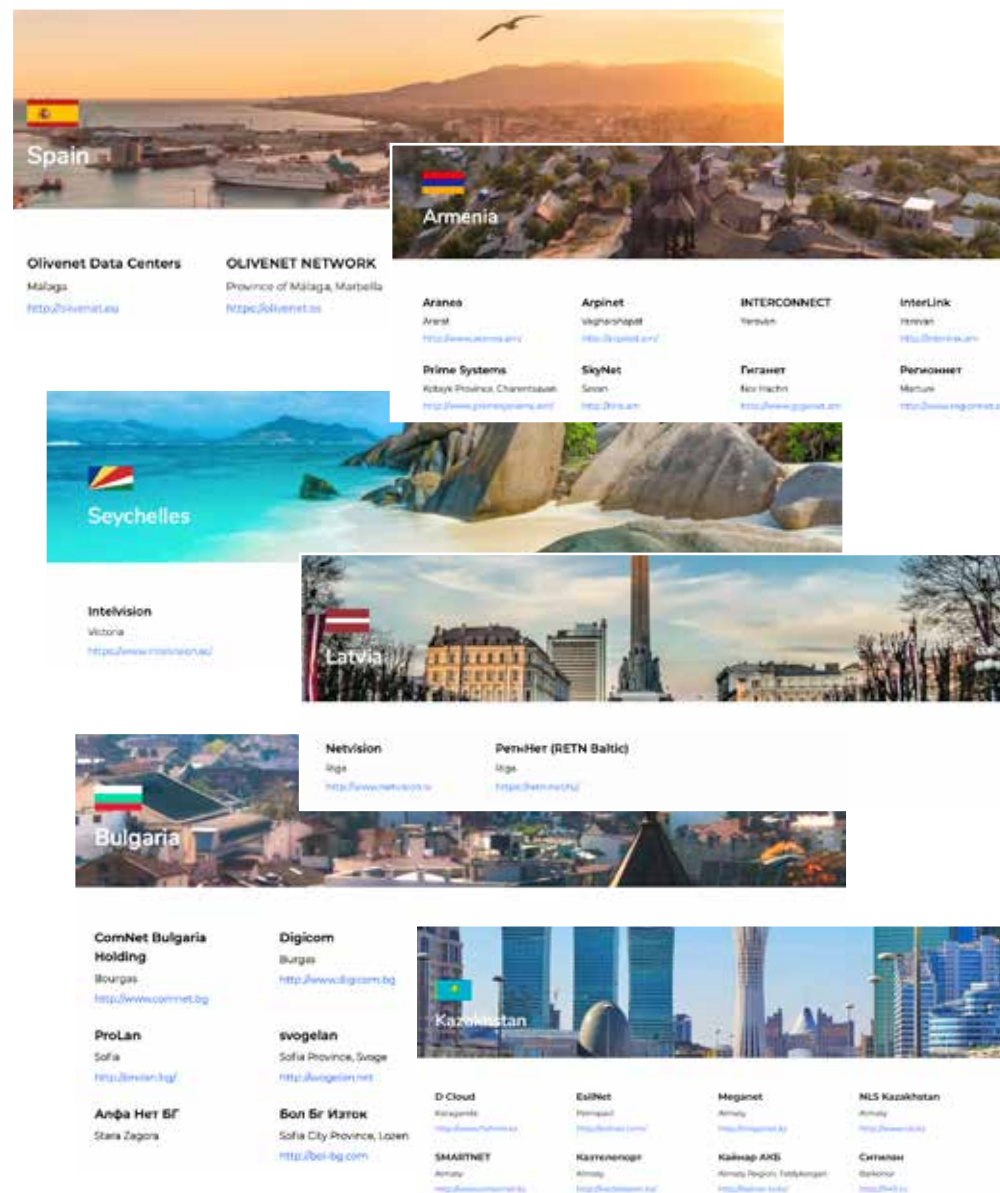
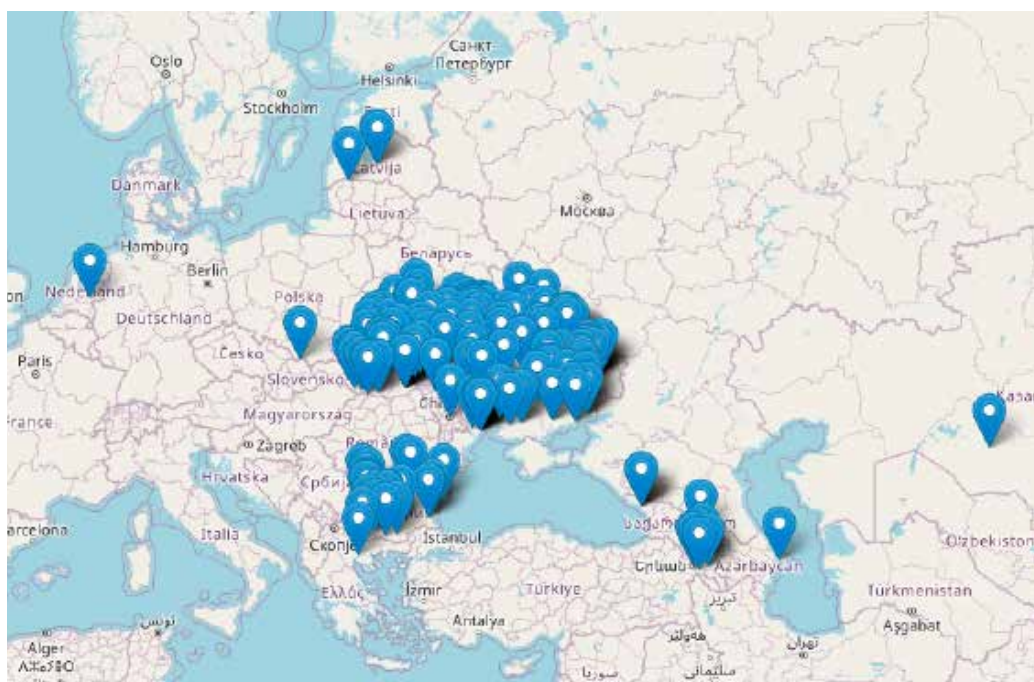
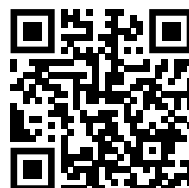
A large, faint, blue speech bubble graphic is positioned on the right side of the slide. It has a circular body and a tail pointing towards the bottom left. Inside the bubble, there is a large, bold exclamation mark.

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>



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.

A stylized graphic of a square with rounded corners, divided into four quadrants by a thick, dark blue wavy line. The top-left and bottom-right quadrants are a lighter shade of blue, while the top-right and bottom-left quadrants are a darker shade.

USERSIDE
www.userside.eu