ForgeServe Data Sheet

ForgeServe is a multi-tier IP device provisioning and service management platform.

Designed by Swoop Datacom, the system is intended to provide resellers, service providers, and enterprises with the complete life-cycle management solution they need to increase margins, minimise operating expenses and delight their customers in a highly competitive market.

Intuitive and powerful, the ForgeServe platform encompasses a scalable and robust service for the provisioning, management and monitoring of IP devices like ATAs and IP endpoints. The zero-touch ForgeServe approach ensures that sellers can deploy customers devices easily, track their assets with Geotag solutions, and perform remote firmware, or real-time device management services from the product-set.

Provisioning, management and metrics

As the UC world grows increasingly competitive, Swoop Datacom has combined years of IP experience with innovative cloud technology to deliver the next stage of device management. Resellers can unlock best of breed technologies to empower their customers, differentiate their brand, and enhance revenue.

The ForgeServe solution comes pre-built with three powerful management capabilities in it's FS-Connect and FS-Engage modules, including:

- Asset Management
- Remote Management
- Advanced Estate Management

The Feature-rich toolset ensures complete control over devices connected to IP communications platforms.

Designed with performance and simplicity in mind. ForgeServe device management comes with a user-friendly interface created to fit the business needs of the network. As companies grow, scale, and evolve, their device management organisations can scale with them, thanks to the unlimited flexibility of the ForgeServe solution.

ForgeServe can connect unlimited devices, offer unlimited logical advanced groups for device management in bulk or single device, and provide access to endpoints from multiple high-performance vendors.

Features:

- **Device Agnostic,** a single pain of glass view into multi vendors technology with a universal interface for provisioning management and monitoring.

- **Agile,** Cloud based, Hybrid and Closed Network architecture offers complete end to end solutions to Enterprise, Service Providers and Resellers.

- **Complete,** delivered via distribution with seamless data transfer of relevant device information for a true zero touch provisioning experience.

- **Robust,** realtime monitoring and management of the entire voice eco-system from the any web browser for efficient realtime debugging and troubleshooting.

- **Scaleable,** scoped to manage millions of devices. Every distributor tenant will dynamically expand with the customer requirements.

- **Secure,** all devices connected to ForgeServe are fully secured with https communication and encryption policies.

- **Intuitive,** every service provider, enterprise and reseller can enhance lifecycle management with a clear view of business performance.
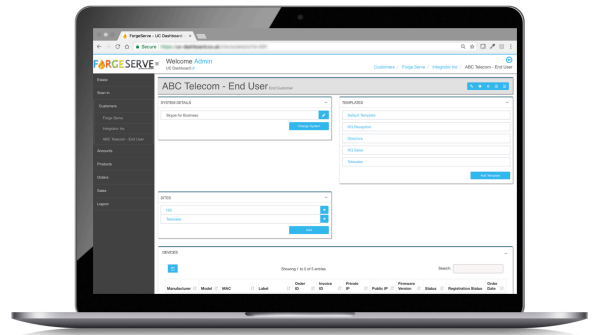
ForgeServe CONNECT

As the IP endpoint world has transformed, the needs of communications clients have changed with it. Increasingly sophisticated phones are complicated and complex to provision. This makes it harder for resellers and service providers making the shift from legacy deployments to IP systems to overcome the access barrier.

Simple and intuitive. The ForgeServe tiered platform offers easy migration between providers, innovate asset tracking, remote firmware upgrades, and real-time device support. ForgeServe packages come equipped with a ForgeServe CONNECT provisioning license designed to streamline the sales strategy for partners and resellers.

During provisioning sessions, ForgeServe automatically uses advanced APIs to enable device redirection, and pave the way for zero-touch support when the device is activated.

Because each customer will have their own preferences for end-point technology, ForgeServe is equipped with a "search and find" capability for recently deployed devices. This makes provisioning easier for resellers and distributors while giving end-customers the peace of mind that comes with knowing they don't need to replace initial hardware investments.

The ForgeServe single pane of glass interface offers the same simple and straightforward experience on many of the world leading SIP endpoints. This ensures a universal user experience with every device, regardless of the manufacturer.
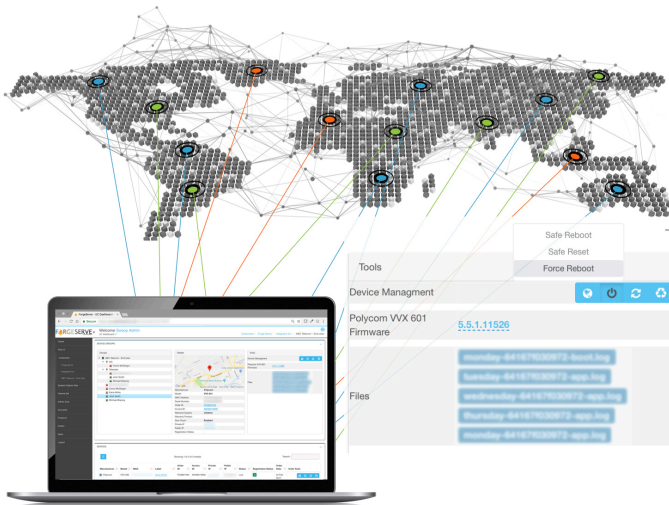
Features:

- Distributor ERP integration for seamless data entry and customer account creation

- Dynamic template engine with endless provisioning and pre-staging template possibilities

- Multi-tier estate management, warranty status and geo location tracking

- White labelled branding creating customer retention

- Device agnostic support for multi vendor devices using the single user experience for all manufacturers

ForgeServe UNITE

For peace of mind in device management, FS-ENGAGE offers the reliable FS-UNITE client. This bi-directional communication software application does not require any additional hardware on site for resellers and distributors to tap into the IP system. To ensure secure management, the UNITE client enables bidirectional communications for a low-resource, high-performance software bridge to provide ForgeServe with encrypted access to the devices from a simple software download to the existing voice network.

The ForgeServe system using FS-UNITE can automatically locate and claim any devices found in the network and FS-ENGAGE grouping will provide a label assigned to the MAC address based on SIP user account or Skype login details. Labels can be modified, and devices can be segmented into relevant groups based on location, or type according to the preferences of the organisation.

ForgeServe ENGAGE

The ForgeServe device management system works alongside the provisioning service and Logistics Engine to provide support teams with a comprehensive method of managing diverse communication endpoints. With an end-to-end approach to lifecycle management, resellers can differentiate themselves in the marketplace by accessing a clear view of the way customers use IP endpoints.

The Live Status Tracking feature, for instance, uses a traffic light display to improve customer service, enhance management information, and raise awareness of endpoint issues quickly, so that they can be resolved in a matter of moments, instead of days or weeks.

The comprehensive device management and implementation features provided by FS-Engage ensures that support teams can be up and running quickly, with minimal training and support.
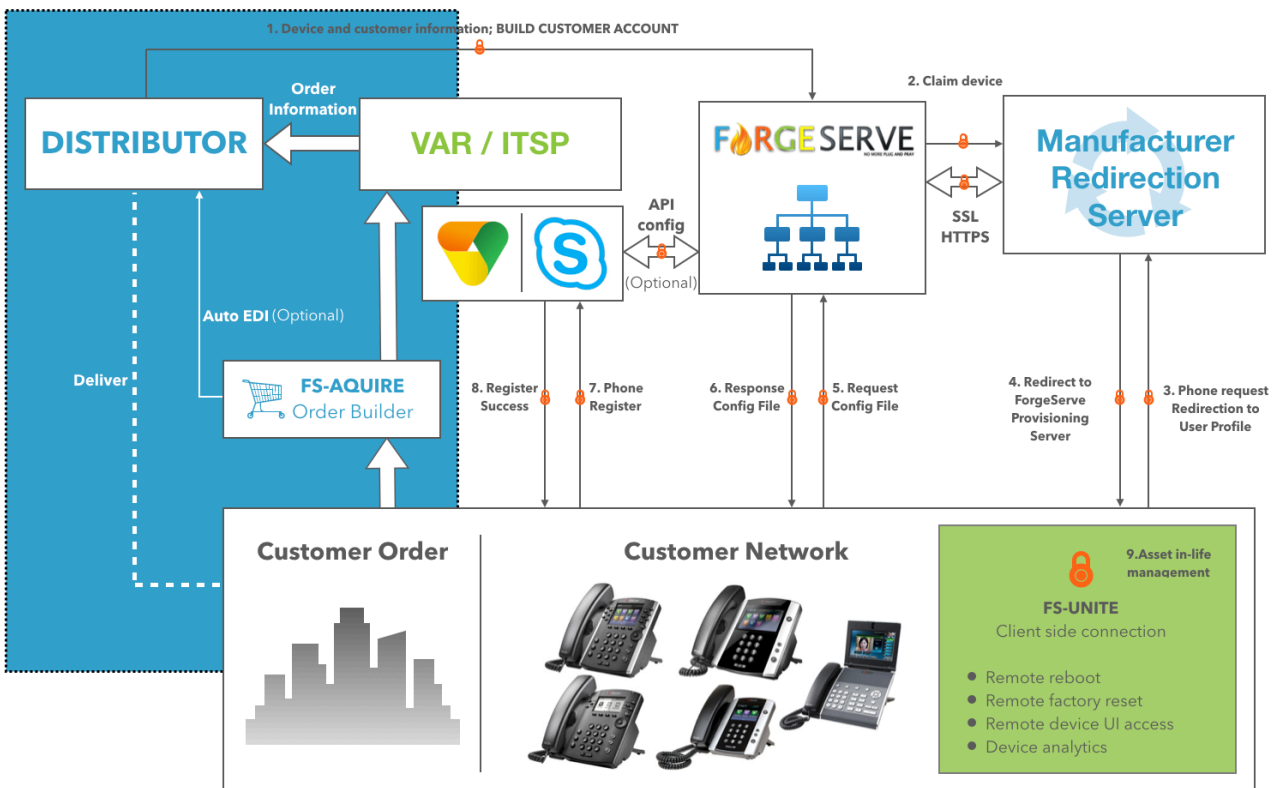
Features:

- Real time device in-life remote management tools initiated from the cloud UI;
    - Safe reboot,
    - Safe reset,
    - Force reboot
    - Factory reset

- Remote access to any network device in the same subnet as UNITE.

- Remote login to the end point user interface from the cloud platform regardless of global location removing the need for site visits

- Advanced geo location tracking per customer, site or group

- Logical grouping of devices per site, location or custom label

- Advanced group, site and device model firmware management

- Firmware scheduling, per site, subnet, customer group or device group

- Device auto discovery in the network and claim to customer account for seamless legacy estate import

- Device and network metrics and statistics

- Voice quality monitoring analytics

- logged in user and device monitoring
    - Registered user, logged in
    - Registered user offline, logged out
    - Provisioned devices
    - Un-provisioned devices

Supported devices

Cisco 68xx, 78xx, 88xx
Polycom VVX series, Trio 8500, 8800, CX5100, CX5500
Yealink Txx series, Gxx series, Wxx series
Htek 9xx series
Grandstream GXP Series
Audiocodes 4xxHD series
Avaya J series (Beta)
Snom D series
Obihai ATA
Fanvil Xxx Series, Cxx Series
Spectralink (Coming soon)
Mitel (Coming soon)

ForgeServe ACQUIRE

A complete solution for product order builder delivered through the FS-ACQUIRE module offers service providers and resellers an opportunity to tap into a robust and scalable solution for fully or partially automating product ordering with the multi-tier shopping cart, perfect for differentiation in the competitive UC space.

The one-of-a-kind cradle-to-grave system delivered by ForgeServe demonstrates a disruptive approach to automatic, zero-touch ordering, provisioning and asset management, intended to contribute to reseller success. With the ForgeServe system, resellers can access a bigger portion of the UC endpoint market. For those who wish to expand on their services with an end-to-end logistics system, the ForgeServe Logistics Engine is available for order building and management.

Product flow diagram

About Swoop Datacom Ltd
Swoop Datacom Ltd are the developers of ForgeServe, the award winning, multi-tier, vendor agnostic device provisioning and life-cycle management platform. The cloud based SaaS simplifies complex technology and processes whilst unlocking best of breed solutions. Empowering voice eco-system distributors and resellers with a toolbox of deployment, maintenance and support features giving vendors a clear edge over their competition.

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