

# EyeSaaS Pearl

**Get Wi-Fi management and insight beyond the gateway with EyeSaaS Pearl, a hassle-free, standards-based Auto-Configuration Service, created to meet the needs of ISPs.**

We reduce complexity and overhead by offering simple interfaces and streamlined workflows, so you can get on with your job instead of configuring and maintaining another system.

Use EyeSaaS Pearl to manage and support:

- Gateways/CPEs
- Wireless access points and repeaters
- Mesh and multi-AP Wi-Fi networks

## See inside the home network

Pearl has three main interfaces: Control Center, Customer Center, and Steel API.

| CONTROL CENTER  | CUSTOMER CENTER  |
|---|--|
| <p>Tools for managing and monitoring your install base and your EyeSaaS server:</p> <p><b>Inventory:</b> Add and manage devices to the platform</p> <p><b>Monitoring:</b> Track your install base</p> <p><b>Firmware:</b> Create and manage firmware policies</p> <p><b>Users:</b> Add and remove EyeSaaS users.<br/>Two user levels:</p> <ul style="list-style-type: none"><li><b>Admin:</b> access to both Control Center and Customer Center</li><li><b>User:</b> access to Customer Center only</li></ul> <p><b>Audit Log:</b> Holds every action performed in Control Center or through your own applications using Steel API.</p> | <p>Tools for customer service representatives to better assist your customers:</p> <p><b>Real-time</b> interaction and troubleshooting with individual devices.</p> <p><b>Check connectivity</b> from the device.</p> <p><b>View and edit / upgrade</b></p> <ul style="list-style-type: none"><li>Configurations</li><li>Firmware version</li></ul> <p><b>Manage and monitor wireless APs</b> and other devices past the termination point</p> <p>Easy-to-read <b>indicators for WLAN quality</b> in a household</p> |

## Integrate with Steel API

At no additional charge, customers get access to the fully documented Steel API:

- Integrate with your own BSS/OSS
- Perform any management action supported by Control Center:
  - Add, update, or remove devices from inventory
  - Add or remove services for configuration
  - Create and manage firmware policies
  - Add and remove EyeSaaS users
  - Access the Audit Log

### PRIVATE ENTERPRISE CLOUD

Hosted in Zemware's secure data center  
 Redundant hardware setup and virtual servers  
 All service providers get separate, isolated server instances

### PRIVACY COMPLIANCE

Fully compliant with EU privacy regulations including GDPR  
 No customer-identifying data stored within EyeSaaS, only service provider has knowledge of individual customers

### DEVICE MANAGEMENT AND DATA MODELLING

EyeSaaS supports these Broadband Forum standards:

**TR-069** CPE WAN Management Protocol  
 TR-098 Gateway device data model  
 TR-104 Provisioning parameters for VoIP  
 TR-106 Data model template  
 TR-135 Set-top box data model  
 TR-140 Storage service enabled device data model  
 TR-157 Component Objects for CWMP  
**TR-181** Device Data Model for TR-069

### INTEROPERABILITY AND DEVICE COMMUNICATION

EyeSaaS can support any fully TR-069 compatible device and provide legacy support for other devices depending on device capabilities and data models.

EyeSaaS supports these protocols for communication, when supported by the device:

**IPv6**  
**TLS/HTTPS**

### CONTINUOUS DEVELOPMENT AND DELIVERY

Regular maintenance windows  
 No bespoke development, all customers get all feature updates  
 Short feedback loop

### SUPPORT AND DOCUMENTATION

Open knowledge base on [eyesaaS.com/support](https://eyesaaS.com/support)  
 Customer support portal

**Get in touch with us:** [sales@eyenetworks.no](mailto:sales@eyenetworks.no)