

# MDU Manager Portal & Tenant Portal

## Self-Service Management for Multi-Dwelling Unit Networks

### FEATURES

- Management and self-service portals for Service Provider, MDU owner and tenants.
- Portal design can be branded per service provider and per property.
- Allows tenants to create their accounts, add/delete devices and change passwords.
- Allows Service Provider or MDU owner to assist the tenant with account creation, device onboarding and password reset
- Supports Acceptable Use Policy enforcement
- Allows messaging via email by MDU owner
- Cloud-hosted solution



### PRODUCT OVERVIEW

Tenants expect seamless access to wired and wireless services. Service Providers and MDU owners need to manage the tenant experience. ARRIS's Managed Business Networks MDU Manager Portal provides for this in apartment complexes, senior living communities and student housing and other properties. The MDU Manager Portal is deployed as part of ARRIS's Managed Networks solutions.

The custom branded MDU Manager Portal provides a hierarchy of access and control. This gives the MDU owner flexibility in how they assign roles to manage the tenant experience.

The MDU Manager Portal assists:

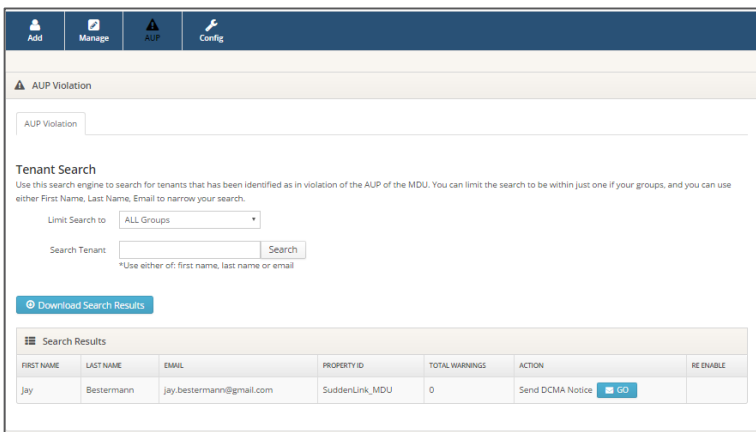
- Tenants with account creation and device onboarding;
- Property owner with administration and messaging to tenants;
- Service Provider with Acceptable Use Policy (AUP) violation notification.



**Features** **FOR THE SERVICE PROVIDER** **Benefits**

Manage MDU owners  
AUP violation notifications

- Easily assign/manage/remove MDU owners
- Identify users for customized notification via e-mail and/or captive portal



MDU Manager Portal – AUP Violation Tenant Search

**Features** **FOR THE MDU OWNER** **Benefits**

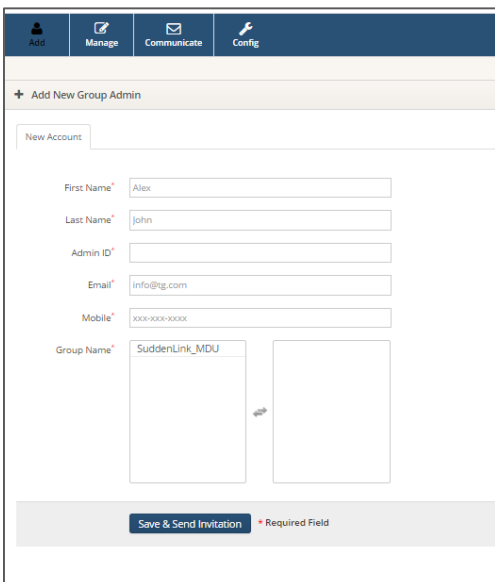
Manage MDU managers

- Assign/manage/remove MDU managers for each property
- Send messages to an individual MDU manager or group of MDU managers via e-mail
- Customized per operator and per property
- Collects and verifies new user information
- Controls access rights, duration and bandwidth
- Adds another layer of security

Messaging

Portal Page

Voucher control for sign-ups\*



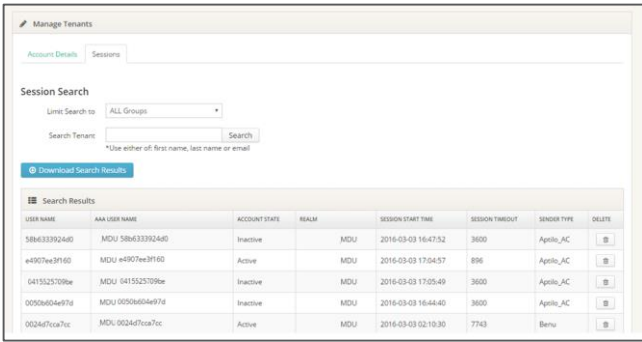
MDU Manager Portal – Add MDU Manager

\* Planned Feature

**Features FOR THE MDU MANAGER Benefits**

Manage tenants  
Messaging  
Tenant Assistance

- Add/delete/update tenant accounts
- Easily communicate with tenants
- Help tenants when they can't help themselves
  - Manage devices and sessions
  - Update account information
  - Reset passwords
  - Update service profile

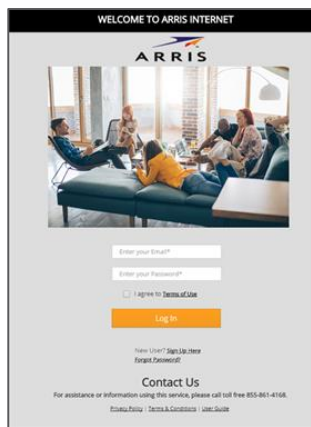


MDU Manager Portal – Manage Tenants

**Features FOR THE TENANT Benefits**

Portal Page

- Same experience for wired and wireless customers
- Self-Service device onboarding and password resets
  - Auto detected MAC and Manual MAC address addition
- Simple guest access



MDU Manager Portal – New Registration and Terms of Use

**WHY ARRIS?**

ARRIS is dedicated to providing unique managed networking solutions for service providers and offers a best-of-breed, end-to-end solution. ARRIS is the leading provider of carrier-grade broadband communication systems to service providers. We know how critical it is to have timely, quality decision-making information to ensure customer satisfaction and business profitability.

**MORE INFORMATION**

Contact your ARRIS Account Manager to schedule an online demo or find out more by visiting:  
<http://www.arris.com/solutions/carrier-grade-wi-fi/>