



# PRODUCT UPDATE

## USER FORUM 2019

- How we work
- Product highlights
- Nine improvements
- The News feed
- Roadmap
- Q&A



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# HOW WE WORK

## SOFTWARE FOR LIFE

- Yearly User Forums
- Quarterly Product Webinars
- 1. Sustaining Engineering**
  - Keeping the system up-to-date in terms of quality & performance
  - New OS versions, software frameworks etc.
- 2. Product Advancements and Change Requests**
  - Your possibility to request improvements of existing products
  - Possibility to influence development priority and scope
- 3. Product Innovation**
  - Innovation of new Capabilities and/or Add-ons
  - Done by a SIG (Special Interest Group)

# THE PRODUCT TEAM

Henrik Thurén, Product Evangelist – Drives new innovations together with customers.



Stefan Asplund, CTO – Overall responsibility for R&D. Manage the team with a strategic focus.



Ulf Engstrand, Product Manager – Responsible for product planning. Central point into R&D.



Mattias Jansson, Chief Architect – Responsible for the development team and technical design of new developments.



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# PRODUCT HIGHLIGHTS

## LAST 12 MONTHS

- **Add-on Privacy Control**
- **OAM Product documentation improvements**
- **Netadmin API (part of base)**
- Windows Server 2016 support
- Add-on PI-API
- Add-on Fiber Installation Portal



# PRIVACY CONTROL

## CUSTOMER PERSONAL DATA PROCESSING LOGGING

- Storage of customer personal data updates into database which enables full customer change history
- View customer data change history in the Netadmin UI
- Logging of customer personal data processing events (Create, Read, Update or Delete)
- Plugin based framework for automatic generation of log entries of customer personal data processing events
- Default support for logging to disk or UDP via Nlog



# DOCUMENTATION

## UPDATES

- <https://dev.netadmins.com>
- System architecture
- The provisioning process
- Hosting environment
- Backup recommendations
- System performance monitoring recommendations
- System health check
- System patching
- User management
- System logging





# NETADMIN API

MODERN, FAST, ADAPTABLE

- Replacing NWL
- RESTful
- OAuth2
- Based on Nine's new management layer
- Publish custom extensions



# Netadmin Nine API <sup>v1</sup>

<https://demo.netadminsistemas.com/api/swagger/docs/v1>

A RESTful API for communication with Netadmin Nine.

Schemes

HTTPS ▾

## Address Methods for integrating with Address Management ▾

**GET** /addresses Search for addresses (with filter and paging)

**POST** /addresses Create a new address

**GET** /addresses/{id} Get a specific address

**PUT** /addresses/{id} Update an existing address

**DELETE** /addresses/{id} Delete an address

**GET** /addresses/{id}/customers Alternative method to search customers on an address (/customers/?addressId={id})

**POST** /addresses/{id}/customers Add a customer to an address

**DELETE** /addresses/{id}/customers Remove a customer from an address

**GET** /addresses/{id}/extensions Get available extensions for a specific address

**POST** /addresses/{id}/extensions/{name} Execute an extension on a specific address

**GET** /addresses/{id}/physicalinterface Shorthand method for /api/physicalinterfaces/ with addressid

**GET** /addresses/{id}/subscriptions Shorthand method for /api/subscriptions/ with addressid



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# NINE IMPROVEMENTS

## BASED ON CUSTOMER REQUESTS (CR/PAF)

- **Netadmin API / New methods** – Ticket listing & search, subscription job scheduling
- **List Filtering** – Refreshing current listing, default filter, list by period (e.g. latest 7 days)
- **Ticket Groups & Navigation** – New way of managing the overview of Tickets
- **Data Validation** – Improve data quality with new data validation. Works in both imports, APIs and GUI.
- **CPE Discovery** – Major work on the old Discovery feature
- **Device Migration** – Simplify the process of migrating customers and subscriptions from old device(s) to new one(s)
- **Exchange Device Card** – Simplify the process of updating the inventory when replacing a linecard, SFP or similar module
- **Netadmin API / Feasibility** – REST-based version of OM's Feasibility with improved performance and no adress limit
- **Device Templates** – Automatically configure default device authentication details
- **Graphs UI Plugin** – Simplify setting up UI Plugins displaying monitoring graphs
- **Address placed devices** – Map CPEs/ONTs to addresses to better reflect reality



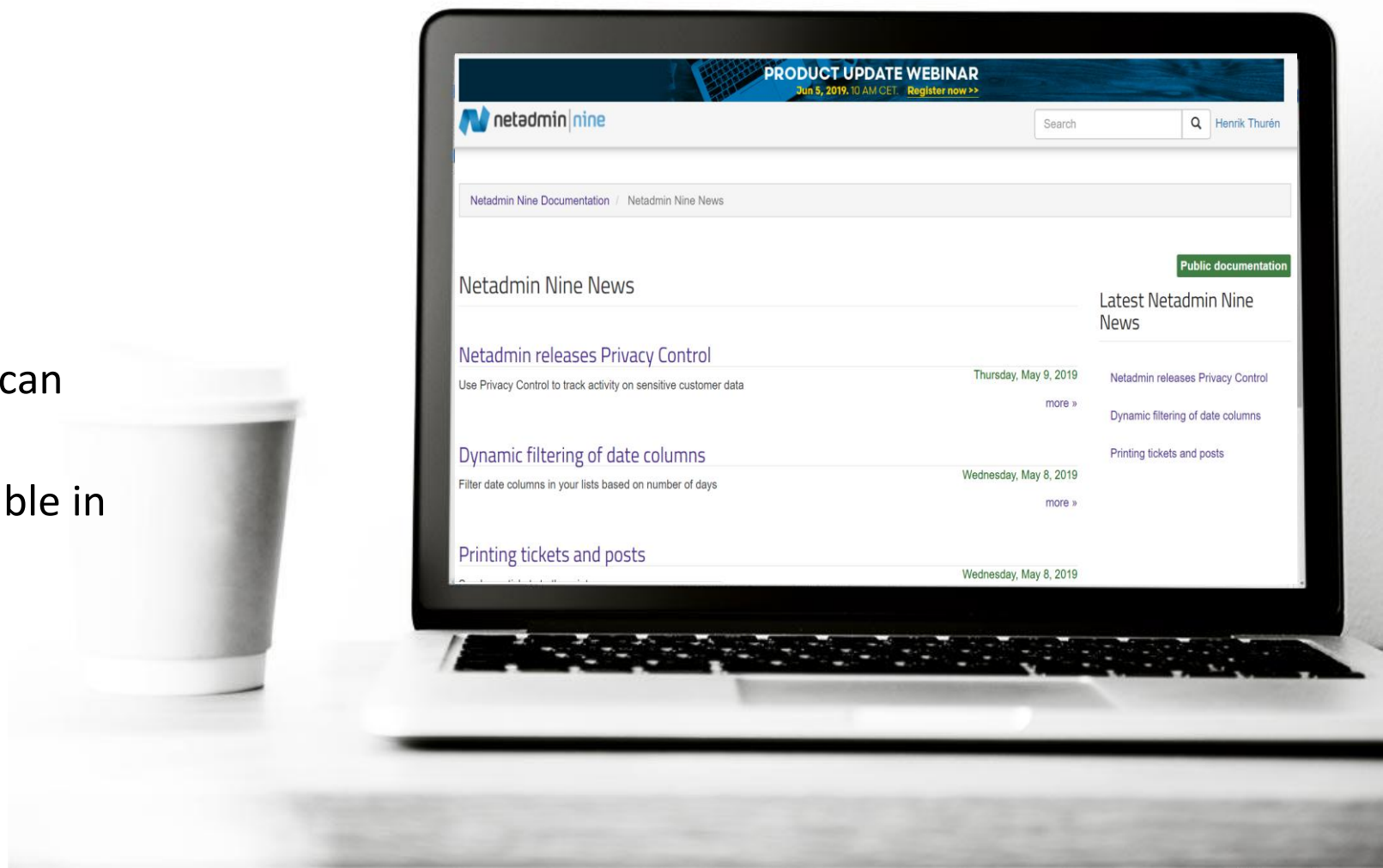
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# NINE NEWS

- New page at our doc site (dev.netadmins.com)
- Latest Nine release news
  - Add-ons, new features etc.
- See whats coming and how you can benefit from it
- The news feed is now also available in the Netadmin Installer!



# NINE NEWS

## Netadmin Nine News

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### [Netadmin API Update](#)

New methods in the Netadmin API

Monday, August 26, 2019

[more »](#)

### [Netadmin Installer version 7.8](#)

Netadmin Installer improvements and fixes

Monday, August 26, 2019

[more »](#)

### [New data validation framework released](#)

New data validation framework for Netadmin Nine

Wednesday, June 26, 2019

[more »](#)

### [Ticket groups and ticket browsing](#)

Ticket groups helps you organize and keep track of your tickets

Wednesday, June 26, 2019

[more »](#)

### [Updated UI Plugin framework](#)

Develop and publish UI Plugins on list view pages

Wednesday, June 26, 2019

[more »](#)

### [Customization in Fiber Installation Portal](#)

Customize user provided input when activating addresses

Wednesday, June 26, 2019

[more »](#)

Public documentation

## Latest Netadmin Nine News

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[Netadmin API Update](#)

[Netadmin Installer version 7.8](#)

[New data validation framework released](#)

[Ticket groups and ticket browsing](#)

[Updated UI Plugin framework](#)

[Customization in Fiber Installation Portal](#)

[Netadmin releases Privacy Control](#)

[Printing tickets and posts](#)

[Dynamic filtering of date columns](#)



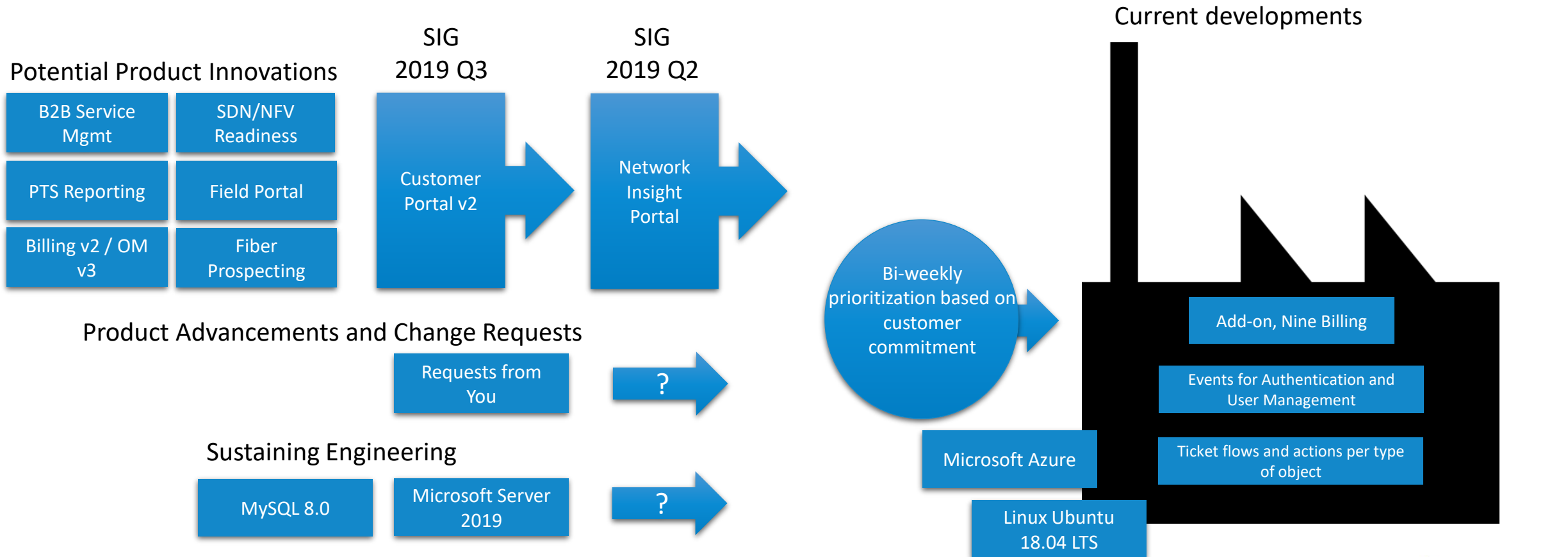
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# PRODUCT FACTORY



# CUSTOMER PORTAL V2

- One single portal for all customers regardless if they have fiber or not
- Improved offerings browsing and ordering
- Pre-integrated with Netadmin's Order Management capability and with built-in support for bundled offerings and campaigns
- The Self Service Portal work for both vertically integrated service providers as well as in open access and wholesale scenarios.
- Self registration
- Browse and compare available offerings
- Product, campaign & service ordering
- Self diagnostics
- Live support

## Key Use Cases

# FIELD PORTAL

- Empower field technicians so that they can perform advance tasks when out in the field thus avoiding dependence on back-office
- Dependence on back-office creates unnecessary extra work and delays
- Relevant field tasks – connecting a new premise/household/customer, installing/replacing/removing network device, troubleshooting and fixing network or customers issues

## Key Requirements / Use Cases

- The Field Portal can be used by both own staff as well as external contractors
- The Field Portal should be compatible with mobile devices
- Manage work orders (e.g. customer fiber installation, trouble tickets, device replacement, network maintenance)
- Scanning of QR & barcodes
- Work documentation incl. photos



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# WORKSHOP ROADMAP

# WORKSHOP

## ROADMAP

- Open discussion
  - Swiss Market
  - Trends
    - SDN/NFV
- Examples
  - How can Netadmin facilitate parts of ALEX integration? If so, how? OM/REST?
  - Integration to GIS/planning tool using the new address statuses
  - Would you like to influence the field portal? How?
  - Share Netadmin development and forum?
  - Fiber Prospecting
  - ...?

