HCL

PRIME HOME 5.0
Q/A

The following list of frequently asked questions is meant to help quickly address some of the commonly asked questions regarding HCL Prime Home Release 5. For more information on the product refer to the data sheets.

Q. What is HCL Prime Home?

A. HCL Prime Home provides management solutions for service providers that address the growing need for home network configuration and support. The solution provides a feature-rich, TR-069-based remote management and provisioning solution that provides visibility into the home network, reduces operational costs, and improves the subscriber experience. Powerful customer support tools, an intuitive consumer portal, and extensive analytics combine to make the home network easier to set up and support.

Q. Who should deploy HCL Prime Home?

A. Service providers looking to reduce their operational costs associated with home networking support will immediately see returns on their investment with HCL Prime Home, through reduced call volumes, shorter call times, and fewer truck rolls. Furthermore, service providers that are looking to add new revenue-generating services will see HCL Prime Home as a platform for facilitating valuable consumer applications such as parental controls and managed Wi-Fi and firewall services.

Q. What are the different deployment options for HCL Prime Home?

A. HCL offers a hosted deployment option, under which service providers can subscribe to HCL Prime Home services without providing any hardware or networking equipment themselves. This is the fastest way to get started with HCL Prime Home with no associated capital costs for the service provider.

The solution is also offered with onsite deployment, in which case the service provider supplies the hardware (for example, a HCL UCS ™ platform), and maintains HCL Prime Home in its own network operations center. Each option provides the same set of HCL Prime Home features and applications

Q. Can a service provider migrate from one deployment option to another?

A. Yes, and it is not uncommon to see a server provider begin with a hosted trial and migrate to an onsite installation for broad deployment of the service.

Q. What Broadband Forum protocols/data models are supported by HCL Prime Home?

A. HCL Prime Home supports the standard TR-069 protocol and is compatible with both the TR-098 and TR181i2 device object models. HCL Prime Home also supports device-specific data models and toplogies such as TR-104, TR-111, TR-135, TR-140, and TR-157. Through its flexible device interoperability Software Development Kit (SDK), HCL Prime Home can easily add support for new data models as they are introduced and can also manage custom device vendor extensions.

Q. What types of devices does HCL Prime Home manage and provision?

A. HHCL Prime Home may be used to manage any TR-069-compliant device including residential gateways (DSL, cable, fiber), IP set-top boxes, next-generation converged IP set-top boxes, Network Attached Storage (NAS), femtocells, IP phones, powerline adapters, IP cameras, and more.

For other connected (non-TR-069) devices in the home such as PCs, tablets, and smartphones, HCL Prime Home can manage by proxy through the residential gateway to provide services such as Wi-Fi analysis, click-through to the LAN device UI, firewall configuration, and parental controls.

Q. On what platforms is HCL Prime Home supported?

A. Platform support for HCL Prime Home 5.0 currently includes CentOS 6.2 and higher and Red Hat Enterprise Linux 6.2 and higher.

Q. What licensing method does HCL Prime Home utilize?

A. Licensing for HCL Prime Home is based on the number of managed TR-069 devices. The licensing models for onsite and hosted deployments differ. Onsite deployments require a one-time purchase of the base software application (the base package) plus device license blocks that are available in increments of 50,000, 100,000, and 500,000 managed devices. Customers may purchase additional device license blocks at any time as their networks grow. All licenses are perpetual right-to-use licenses. HCL annual maintenance and standard support, Software Application Support (SAS), is required for onsite deployments.

For hosted deployments, customers must order a base package. This base package includes access to the customer support portal for up to five users. For hosted deployments, the license blocks are purchased as an annual subscription per managed device that includes maintenance and support. Device license blocks are available in increments of 10,000, 25,000, 50,000, 100,000, and 500,000 managed devices. Licenses to provision additional customer service representative (CSR) users are also available.

Licenses for (optional) HCL Prime Home Analytics and parental control applications are also available.

These products are available as one-year subscriptions for different increments of devices, beginning with 10,000 devices for HCL Prime Home Analytics (hosted deployment), 50,000 devices for HCL Prime Home Analytics (onsite deployment) and 1000 devices for the parental controls applications.

Q. Does HCL Prime Home support all TR-069 devices across all manufacturers?

A. HCL Prime Home manages hundreds of device makes and models across many TR-069 device manufacturers today. Support for interoperability for new third-party devices with HCL Prime Home is available for a fee.

Q. Is this offering supported by the HCL Technical Assistance Center (TAC)?

A. Yes, the HCL TAC worldwide has received HCL Prime Home training and provides 24-hour support.

Q. Does HCL Prime Home require Software Application Support (SAS)?

A. The purchase of an annual HCL SAS maintenance contract is required for onsite deployments to ensure HCL Technical Assistance Center (TAC) support and access to the Software Center on HCL.com for patches and bug fixes. The HCL SAS maintenance contract also entitles the customer to free minor upgrades and maintenance releases.

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