

INTEROP TECHNOLOGIES ANNOUNCES SCOPE™ DEVICE MANAGEMENT SOLUTION WITH ONE-CLICK FIX FOR WIRELESS DEVICES

*Operators' Front-Line Employees Can Quickly Resolve Device Issues,
Improving Customer Satisfaction and Reducing Costs*

FORT MYERS, FL.—Oct. 7, 2009—[Interop Technologies](#), the premier provider of core [wireless solutions](#) for [messaging](#), [device management](#), and [gateway connectivity](#), today announced availability of [SCOPE™ Device Management](#), the company's flexible, subscriber-focused solution for managing customer devices on wireless networks.

SCOPE™ (Subscriber Capability Originated Provisioning Environment) makes device updates simple and fast by automatically identifying a device problem and enabling a One-Click Fix. SCOPE™ enables operator customer service representatives—or customers using an optional self-care portal—to resolve device issues easily. The solution helps improve customer satisfaction and operators' [first-call resolution](#) statistics, crucial to lowering churn. SCOPE™ also reduces costly escalations from Level I service personnel to Level II technicians.

Designed to integrate seamlessly into existing SS7-based solutions for CDMA or GSM, SCOPE™ simplifies device management (DM) to an unprecedented degree.

The comprehensive SCOPE™ solution includes these key components:

Global Device Repository—This powerful database contains network configuration information and vast data on subscriber device capabilities and settings, gathered as sessions take place. No human involvement is required.

VersatileView™ User Interface—A permissions-based, intuitive diagnostic tool, the VVUI can be set to suit the skill levels of various user groups (CSRs, Level II technicians, engineers, etc.) Disparities between operator default values and device settings are flagged, enabling rapid problem isolation and resolution. With one click, a specific setting or an entire device configuration can be automatically repaired, eliminating the chance of human error.

Users simply choose the task, and SCOPE™ determines how to execute most efficiently, using SS7 device programming or Open Mobile Alliance DM standards, or a combination of the two.

Using Application Programming Interfaces (APIs), SCOPE™ supports an intuitive Web portal so customers can manage their own devices—without a trip to a retail location or the cost of a CSR's time. Interop can build the portal as an option or operators can supply their own.

Today, while the percentage of DM-capable devices is low in networks, operators can reduce financial risk by deploying SCOPE™ Device Management as a [hosted](#) Interop solution. As the level of DM-capable handsets increases in an operator's installed base, Interop provides a [simple migration](#) to a turnkey solution—without changing technology or management tools.

"SCOPE™ takes wireless device management to an entirely new level," said [John Dwyer](#), President and CEO, Interop Technologies. "A subscriber-centric solution, SCOPE™ helps operators improve first-call resolution percentages and reduce operating expenses. It's the only DM solution with the One-Click Fix."

About Interop Technologies

Interop Technologies (www.interoptechnologies.com) is the premier provider of core wireless solutions for [messaging](#), [device management](#), and [connectivity gateways](#). The world leader in building reliable, scalable [technology](#), Interop is the *only* company offering affordable, hosted and turnkey deployments ideal for today's tough economic conditions. A proven partner to more than 55 telecom operators, Interop powers SMS, MMS, short code, mobile Internet access, and device management services delivered to millions of wireless customers every day. Interop is headquartered in Fort Myers, FL. The company also has [facilities](#) in Atlanta, Dallas, and São Paulo.