



## Full Device Management

Mobile devices take on more and more roles in peoples' lives and the need for applications and services that are both user friendly and truly secure is growing fast.

While mobile devices rule the user experience, SIM cards are the natural-born keepers of operator-managed security. Both have grown complex over time, and there is more diversity than ever before with an average operator supporting up to 1300 device models. Moreover, SIM cards have evolved to harbour and run applications that are not easily deployed across disparate device technologies.

The interdependencies between devices and SIM cards have increased to a point where their routine, side-by-side management is no longer sufficient. Particularly with the advent of NFC payments, transport, and ticketing is now calling for a deep view: devices and all their plug-in components need to be managed in concert.

**Sicap Full Device Management** enables operators to offer an optimal mobile experience that is adapted to the capabilities of subscribers' devices plus their sub-components. It maximises the reach of revenue generating services and minimises the headaches and customer care costs caused by incompatible constellations. In addition, Full Device Management reduces operator investments down to a single platform with common hardware, software, and administration.



# Full Device Management

## Offer new device and SIM management experience to users

**Simple subscriber interface to check and configure services in SIMs and devices:** break-down the technology speeches into a service approach for the subscribers. Subscribers don't care of which technology is to be used and whether it is SIM or device. With Full Device Management they can just focus on the service they want, not on the required technology.

## Ensure optimized device support for current and future service deployment

Sicap Full Device Management is a complete solution to configure, update and manage subscribers' SIM and mobile handset, remotely (over the air). It is designed to provide a seamless service through one unique platform to simplify the mobile operator's life.

## Increase end-user satisfaction

**Optimized user experience depending on SIM and handset combination:** end-users are sure once the configurations are done, the services are available. If their handset or SIM are not compatible with the service, the wrong element is automatically detected, the user informed that his device or SIM are not compatible and a device or SIM replacement is proposed.



To propose the best service to mobile operators, Sicap has chosen to build an exclusive partnership with Oberthur Technologies, a world leader in secure technologies, trusted by more than 250 mobile operators. Close to its customers, Oberthur Technologies offers a wide range of solutions to sustain, grow and enhance quality offerings and in turn help operators to reduce churn.

With 10 years OTA platform experience and 120 platforms operated in 84 mobile networks, Oberthur Technologies offers to mobile operators software development, project management, deployment of turnkey solutions and service hosting in its certified datacenters.

- One of two worldwide industry leaders in security and identification-based smart card technology
- Global OTA product range with latest technologies such as BIP and card management for NFC
- 6,000 employees worldwide with over 30 service centers covering 5 continents
- More than 600 million smart cards personalized per year.

Oberthur Technologies benefits from an industrial and commercial presence across all five continents.

## Target appropriate services through increased intelligence

**Superior market intelligence:** with real-time data on both SIMs and devices within your network, decision-making is made more accurate and reliable. Marketing can be sure the users which are targeted will indeed be able to use the services.

## Reduce your customer care and operating costs

**Centralized gateway to manage SIM and handset services:** unique platform to access all configurations both for SIM and handsets. Finding a solution to end-users troubles is more accurate and immediate. At the same time, operating costs are reduced to one single platform operations.

## How it works

