Enabling the Hyper-Connected World

Access Network ASSURANCE

DZS Expresse

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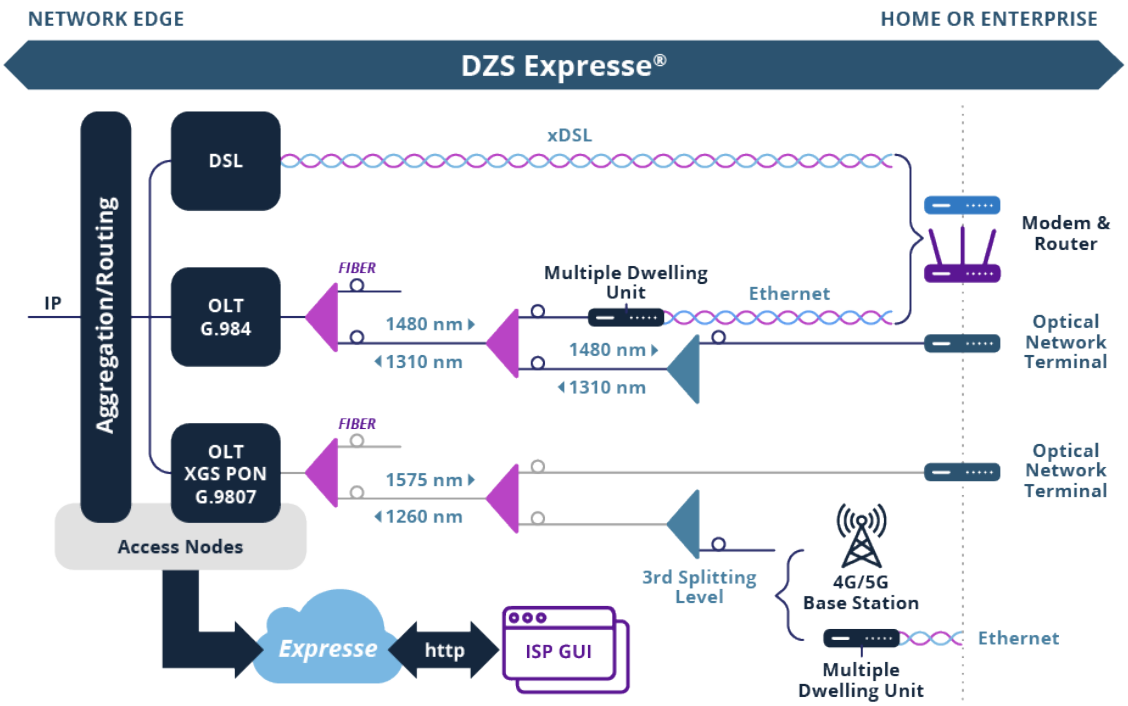

DZS Expresse gives you a clear view of multi-vendor, multi-technology networks for Access Network Assurance.

Monitor, identify, diagnose, and fix network problems with our AI-based intelligent recommendation engine. Building on our expertise from managing well over a hundred million lines, Expresse integrates with network and business processes to take the right actions and deliver the best possible subscriber Quality of Experience.

DZS Expresse

Your challenges

Your subscribers expect to get the high-performance broadband connection they need for communications, entertainment, internet, IoT, videcoferencing, work from home, and more.

Field Technician Costs

Having to send people into the field multiple time to fix problems

Support Escalations

Having to escalate because front-line staff are unable to diagnose problems

Network Visibility

Not being able to see your entire network and all its components

How it works

DZS Expresse

Product Features

DZS Expresse helps CSPs meet the demands of their subscribers by delivering the best possible broadband quality of experience, whether connected by copper or fiber (and soon: cable and fixed wireless), improving customer satisfaction, increasing revenue, and reducing support costs.

Complete Visibility Across Your Entire Network

We provide you with the right tools to be able to see all the components of your network so you can quickly identify where problems are originating from.

With a clear view of the network and diagnosis of the problem, Expresse reduces the percentage of times that a subscriber issue needs to be escalated by front-line technical support.

Diagnostics Engine

A sophisticated diagnostics engine utilizing AI and machine learning improves troubleshooting capabilities and reduces the number of steps required for CSR agents and field techs to ensure optimum service.

The diagnostics engine uses data collected by DSL Expresse to automatically improve stability and increase the rate of DSL lines for any DSL technology from any hardware vendor. Support for every major DSL technology including G.fast, Vectoring, Super Vectoring, Bonding, VDSL2, VDSL, ADSL2+, ADSL2, and ADSL1.

GPON Expresse takes data from GPON or XGS-PON equipment to analyze the quality of service, identifying and locate issues, and mapping to the network topology.

Recommendation Engine

Our next best action recommendation engine provides a recommendation for what to do next on a line when a problem is identified:

- Dispatch field technician.
- Focus on another area than the one reported.
- Recommend repairs that should be made.

Proactive and Predictive

- Proactively detects problems and misconfigurations in your network equipment as well as your fiber and copper, recommending actions to be taken.
- Quickly identifies problems and trigger actions before a customer realizes they have an issue.
- Optimizes DSL and makes sure the right things are done for fiber installation and repair.
- Analyzes the network and provides reports indicating what to do to prevent problems before they need to be repaired.

DZS Expresse

Support for Multi-Vendor Environment

Expresse is not tied to any specific hardware; we support equipment from different vendors, their integration layers, and data collection systems. We support over 40 different equipment types from any vendor, regardless of the protocols they support.

We integrate with equipment in all kinds of ways.

- Assurance for Shared Infrastructure Operators
- GPON Expresse multi-tenant gives each operator a view of their shared network
- Supports sharing of common fiber to cell towers, residences and enterprises

IVR Integration

Quickly decide what to do when you get a call.

Marketing Reports

Customer data usage and line capability reports help you upsell customers that could benefit from a higher level of service.

Support For The Latest Technology

Telecom standards are in a constant state of evolution. Expresse has and will continue to support each new industry standard that comes to market.

Access Via Northbound API or GUI

API Access

- Provides a web-service based interface for full integration with the operator's BSS/OSS Systems
- Both REST and SOAP/XML interfaces supported

GUI Access

- User management with varying access levels (roles)
- Access management (Network elements and outside plant)
  - Status (Network elements and lines)
  - Current and historical information
  - Reports and statistics

Industry Standards Support

We lead the industry in our support of industry standards. In fact, we dedicate significant resources to help define those standards.

By supporting these standards, we ensure that our ISP partners get the most out of their long-term investments in networking equipment and are able to have the widest support of consumer premise equipment.

- GPON
- XGS-PON
- PON management (OMCI)
- ADSL, ADSL2 and ADSL2+
- VDSL2 and VDSL2 Vectoring
- G.fast
- Broadband Forum DSL
- PON YANG
- G.hn

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