Yealink Device Management platform

YDMP & YMCS

AGENDA

- ABOUT YEALNK DEVICE MANAGEMENT PLATFORM
- KEY FEATURES INTRODUCTION
- PRICE STRATEGY
- ROADMAP

WHY REUQIRE DEVICE MANAGEMENT PLATFORM?

RPS SERVICE
Reduce time and cost for batch devices configuration

“PRECAUTIONS”OPERATION
Monitor devices actively and ensure excellent call experience

REMOTE DIAGNOSE
Deploy, detect, access devices and troubleshooting remotely

Complexities of provisioning, management, call quality control and troubleshooting requires a device management platform to maintain.

WHO REUQIRE DEVICE MANAGEMENT PLATFORM?

Include ITSP, SI, Reseller, End user who may require API integration, mass configure, customize per region/department/model, call quality analysis, and trouble shooting of devices.

Introduce device management platform based on customers requirement to earn profits;

ABOUT YEALNK DEVICE MANAGEMENT PLATFORM

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Aims: Provide easy/flexible deployment / management

Device Compatible : Yealink SIP/Teams/SFB/MVC/VCS/USB

- Comprehensive tool set for deployment, management and troubleshooting for up to 20,000 devices
- Web-based intuitive user interface
- Timing task for scheduling tasks at pre-defined times or after specified time intervals
- Real-time feedback: operation statistics, quality analysis and alarm notifications to diagnose devices when the platform shows abnormality

YDMP
YEALINK DEVICE MANAGEMENT PLATFORM

YMCS
YEALINK MANAGEMENT CLOUD SERVICE

ABOUT YEALNK DEVICE MANAGEMENT PLATFORM

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Batch Deployment

Device Management

Customized Group

Multiple Administrators

Graphical

Service Analysis

Remote Diagnose

Timer Task

HIGHLIGHTS:

- Remote trouble shooting
- Real-time Alarm and Diagnoses
- Remote Reset/Reboot
- Timing tasks with flexibility
- Graphical QoE
- API for deep integration
- Yealink SIP/Teams/SFB/MVC/VCS
- Deployed based on cloud (YMCS)

YDMP VS YMCS

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YMCS		YDMP
Cloud Service	Deployment	On-Premise
Multiple Roles : Yealink Distributor(Reseller),Enterprise	Administrator	Single Role: Enterprise administrator
Charge by Time & Quantity	The Cost	License One-Off Charge with Quantity & Hardware Cost
• Suit to small and medium enterprise • OPEN Network Environment • Multiple Level: Manage Separately • Easy to Use with Account Login Only • Provide RPS service	More Info	• Applicable to medium and large enterprise • Deploy Locally & Concern with Data Security • Database: Host Locally • Ability for Server Operation & Maintenance

KEY FEATURES INTRODUCTION

KEY FEATURES---Batch Deployment

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How to configure 1K T48S?

Traditional way

Batch update CFG

Configure Autop server address

×1000 Time

Restart phone manually

Phones get configuration via Autop URL

*Make sure MAC address correctly
*Cost about 3 days
(manual + download + update)

YDMP or YMCS

Create configuration Batch configuration(Site/Model/Group up) on platform directly

Connect to YMCS
Push Config to phones

*Configuration can be changed at any time
*Configuration updates can be completed in real-time

Benefits of YDMP & YMCS

Easier job
Reduce configuration errors

Save time
Real-time configuration update

Real-time Call Statistics
Monitoring alarm abnormal status

Personalized grouping
Manage configuration and updates

KEY FEATURES---Device Diagnostics

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- Supports quick positioning of device issues through remote diagnostics
- Diagnostic include： packet capture, network detection, system log export, configuration file export, device CPU memory status, recording, screenshots

Device diagnostic

Login name：2237　IP：10.81.41.1　Model：SIP-T42G　Device type：Audio device　End diagnositic

Diagnostic tools

Packetcapture　Network detection　Export system log　Export config file　CPU memory status　Recording file　Screencapture

Recent logs (7days)

Log level: 6　Batch download

File name	Time	Size(KB)	Operation
001565476257-1524154224...	2018/04/20 00:10:24	6602.02	

KEY FEATURES---Device Diagnostics

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Device Diagnostics: Only allow dial out rather dial in?

Traditional way

Issues reported to administrator

Administrator inquires one by one to trouble shooting

Got IP –Login in--web page trouble shooting

Location problem: DND enabled by mistake

*Communication and time are uncertain
*Require repeated inquiry or on site investigation

YDMP or YMCS

Issues reported to administrator

Administrator logins in and diagnoses via platform

Location problem: DND Enabled by mistake

*Reduce communication cost

Benefits of YDMP & YMCS

Reduce communication cost with administrator

Quickly locate devices Issue

Optionally set "wrong operation" alarm
Reduce low-level error feedback

KEY FEATURES---Call Statistics

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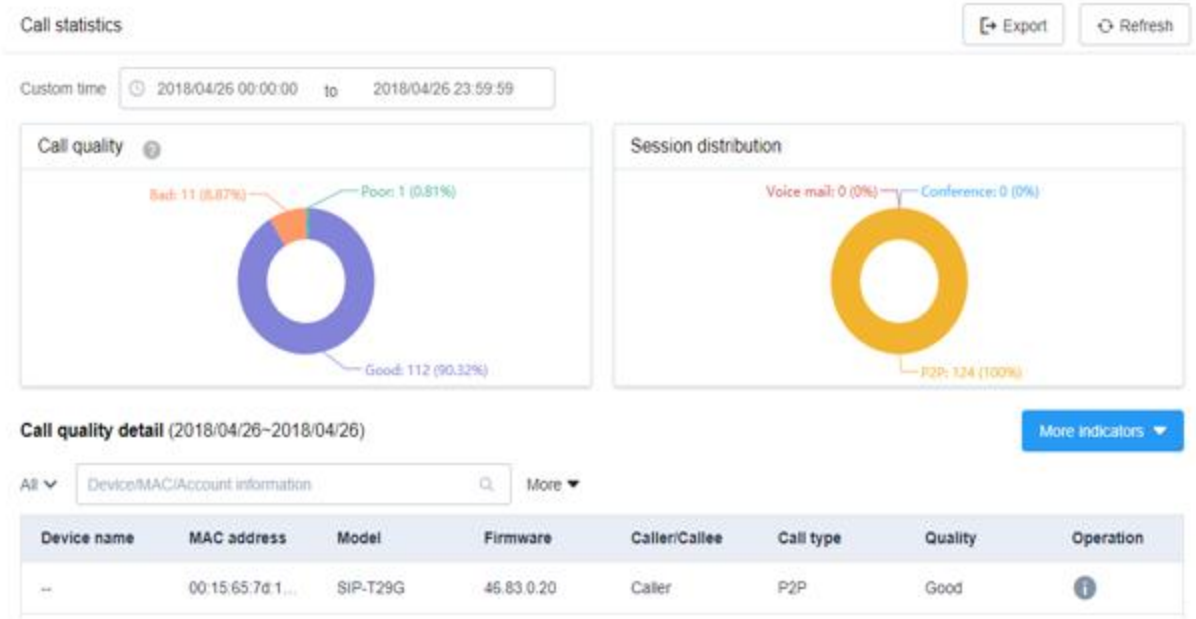
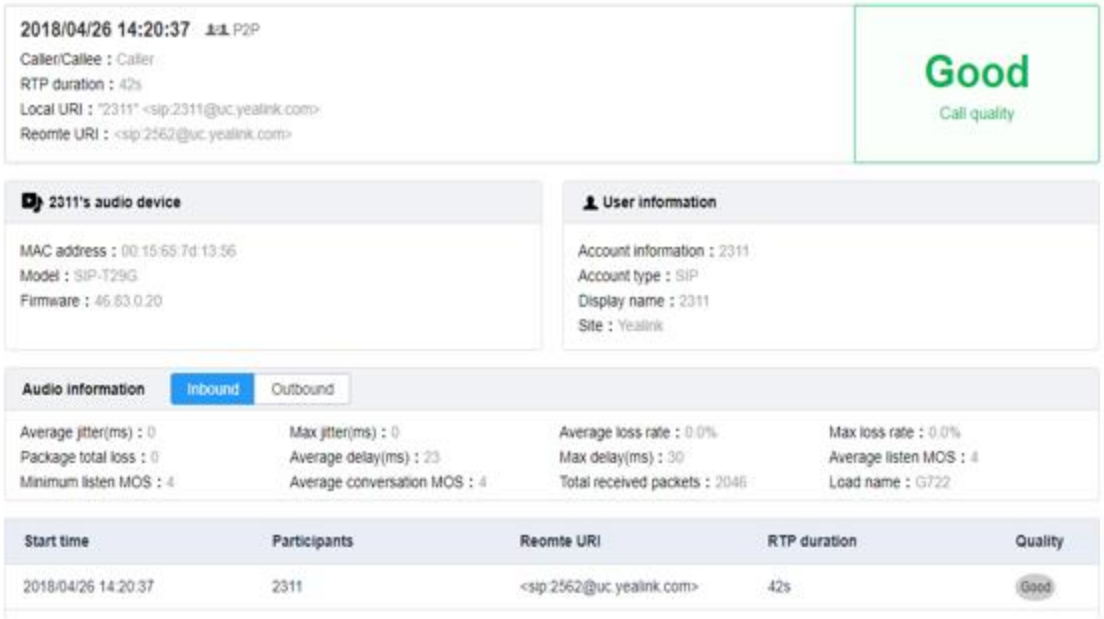
- Graphical statistical with call quality.
- Record and monitor each call.
- Audio details with jitter duration, packet loss rate, delay duration etc.





KEY FEATURES---Alarm Management

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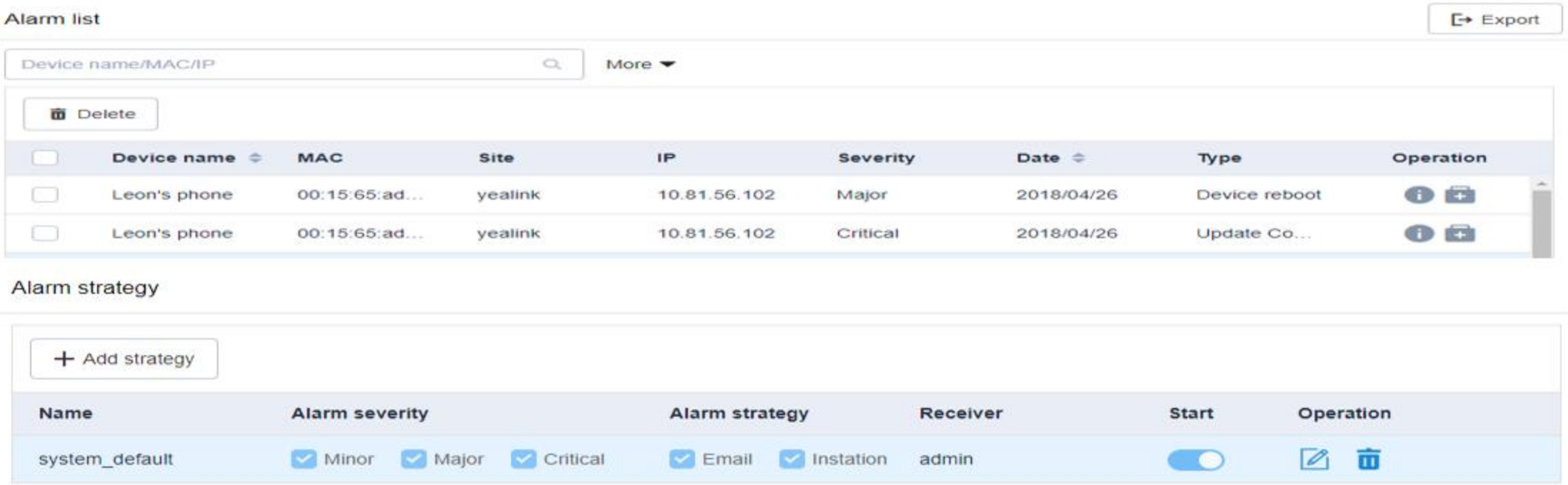
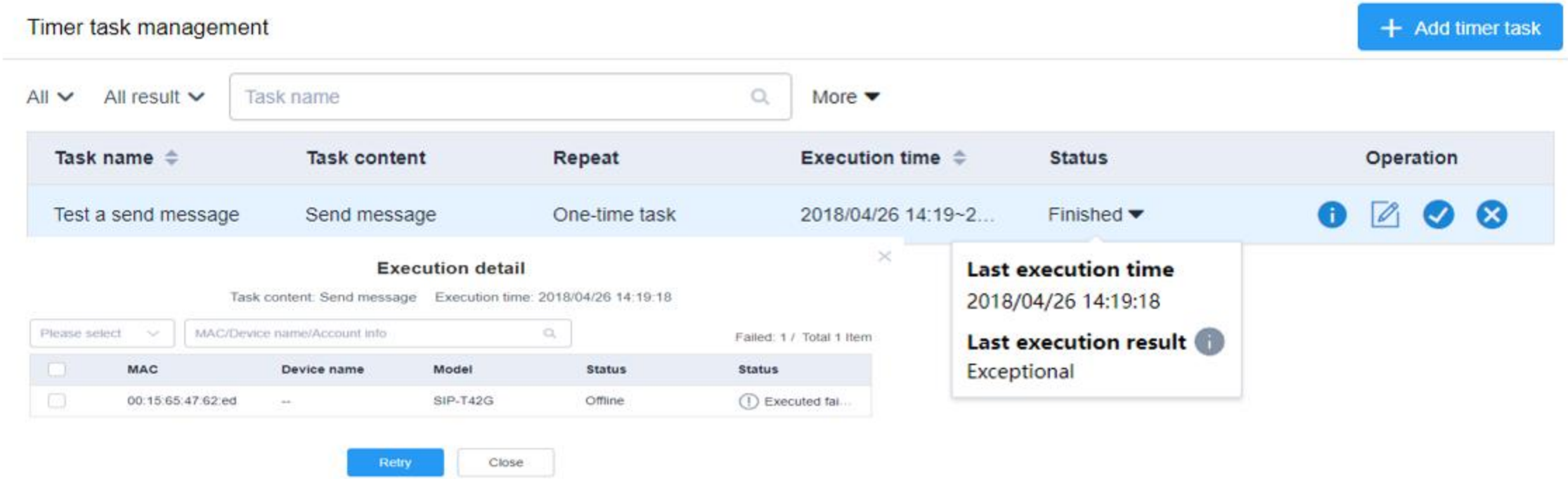
- Real-time Alarm notification;
- Set Alarm strategy: set up difference Alarm levels: general, major, and severe according to your needed.
- Full Alarm types include: poor call quality, registration failure, firmware upgrade failure, DNS resolution error, etc.



KEY FEATURES---Task Management

- Supports to set a scheduled task to facilitate the management in a specified time;
- Set scheduled tasks allows administrators to implement management tasks during off-hours;
- Supported scheduled tasks include various remote control events, such as update configuration, firmware upgrade, restore factory, reboot, etc. Also you can view the execution result of each task, and failed records.



KEY FEATURES---Factory reset、Restart、DND setting

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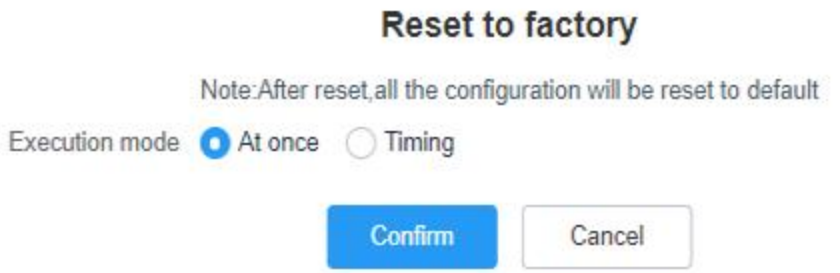
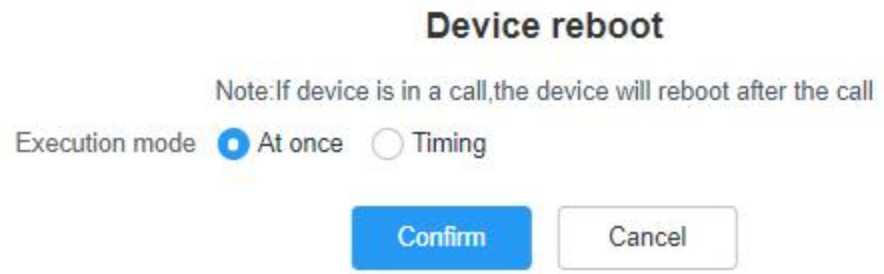
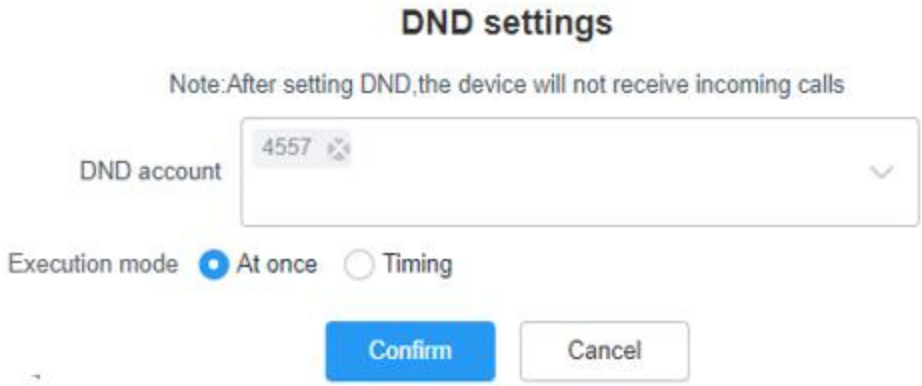
- Supports to select a specified device to implement factory reset and restart OR;
- Supports to select a specified device/Accounts to set user's DND status and cancel DND status;







CASE STUDY---Alarm/Statistical/Remote Debug/Task

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Poor Audio Quality Issue

Traditional way

- Received Feedback from Customers
- Ask Customers provided Debug files
- IT analysis Network status
- Upgrade firmware from server side or phone web interface
- Quality issue fixed

*Passive Feedback with Low Aging
*Not Clear of the issue

YDMP Or YMCS

- Real-time alarm notification & Graphical Statistical
  （Package Loss、Jitter、Delay Duration）
  （Clear show you what issue it is）
- Get debug files via remote diagnostic
- Task Management to trigger Autop for firmware upgrade
- Quality issue fixed

*Real time Alarm, High Aging
*Issue clearly with Statistical
*Remote Diagnostic with quickly

Benefits of YDMP & YMCS

Locate Issue Clearly
Easy To Get Debug Files
Fixed issue quickly

“Precautions” Alarm
Solve Issue with Efficiently

BENEFITS OF YEALINK YDMP&YMCS ADAPTION

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Customers

Easy management and deployment bulk devices

Convenient for enterprise to manage asset

Reduce management difficulty & cost (Salary & employee qty)

Distributors

Reduce technical support difficulty and frequency

Get platform operating profit

Increase customer engagement

PRICE STRATEGY

YDMP——Price Strategy

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- **For End Users,** license subscription shall be bound to device quantity requirement that:

  1) Devices quantity for a license is multiples of ten; Minimum quantity of devices must reach 100;

  2) If less than 100 devices, price will be calculated based on 100 devices* Unit Price.

- **For Distributors,** you shall specify devices quantity against each license subscribed from End Users. License orders from different End Users can be consolidated into one order.

Model	Quantity	MSRP (per device)
YDMP Device Quantity License **(One-Off License)**	≥100 device	$4.90

YMCS——Price Strategy

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Preferential policy： Each customer has 1000 device quantity **free for 3 years .**

YMCS-Essential: Include Device List, Firmware and Resource Management, Account Management, Order Management, Configuration, Site Management, Timer Task, Running State (Dashboard), Operation Log, Sub-account.

YMCS-Professional: Besides the features included in YMCS-Essential, Alarm Management, Call Statistics and Diagnostic are included.

Model	Quantity	MSRP (per device/per year)
YMCS-Essential	<=1000 devices	free 3 Year
	1001~5000 devices	$4.90
	>5000 devices	$4.90
YMCS-Professional	<=1000 devices	free 3 Year
	1001~5000 devices	$9.90
	>5000 devices	$9.90
YMCS-Professional Existing YMCS-Essential Upgrade	1001~5000 devices	$5.00
	>5000 devices	$5.00

How to join Yealink YDMP or YMCS?

YDMP: Apply below info to your distributors, and **Yealink** will help open License accordingly

YMCS: Apply below info to your distributors, then **distributors** will contact and apply license accordingly

- The Enterprise name (please also provided the email address)
- The distributor name
- The applicant
- The country
- The quantity

  (**YDMP:** How many phones do you have and how many licenses you require)

  (**YMCS:** How many devices and how many years you require)

ROADMAP

Yealink

2019 Q3

Functions

- Enterprise sub-account permissions
- Multi-hierarchy management
- Provide third-party deployment platform and YMCS compatible solution
- open API

Device Support

- MTR device management
- Yealink USB device management

2019 Q4

Functions

- Graphical configuration optimization
- Devices are automatically assigned to the site
- Site Configuration
- Security policy improvement

Device Support

- Yealink DECT device
- Yealink USB device diagnose and alarm
- MTR device upgrade
- Zoom kit device management/upgrade
- Third party phone support

2020 Q1

Functions

- Agent support
- Support cluster deployment (YDMP)
- Alarm optimization
- Statistical reports
- Device Map

Device Support

- Third party headset support
- Gateway support

2020 Q2

Coming soon…

- Multi languages
- White label
- The data analysis
- Data screen
- ……