

Case Study: Enegan

Standardizing CPE provisioning and remote management with Cloud ACS



Client overview

Client	Enegan (Telecom Business Unit)
Region	Italy
Company type	Multi-utility (energy, telecom and related services)
CPE fleet	Approximately 15,000 devices
Main vendor	FRITZ!
Solution	Cloud ACS (SaaS)

Executive summary

Enegan, an Italian multi-utility company, delivers broadband services through its Telecommunications Business Unit. As its subscriber base grew, the team faced an increasingly **manual device workflow**: every customer CPE had to be configured by hand and physically checked before installation. To standardize configurations, gain operational control, and reduce manual effort, Enegan adopted AVSystem's **Cloud ACS**, a SaaS CPE management platform. Cloud ACS met roughly **90% of requirements out of the box**, letting the NOC centralize administration, automate provisioning, and maintain an accurate device inventory.

The challenge

Before adopting Cloud ACS, Enegan managed its CPE fleet almost entirely by hand. Each customer device had to be configured individually, and every unit had to be physically verified before it could be installed. Enegan set out to find a system that would standardize device configurations, provide speed and operational control, and minimize manual effort. Two persistent bottlenecks stood out:

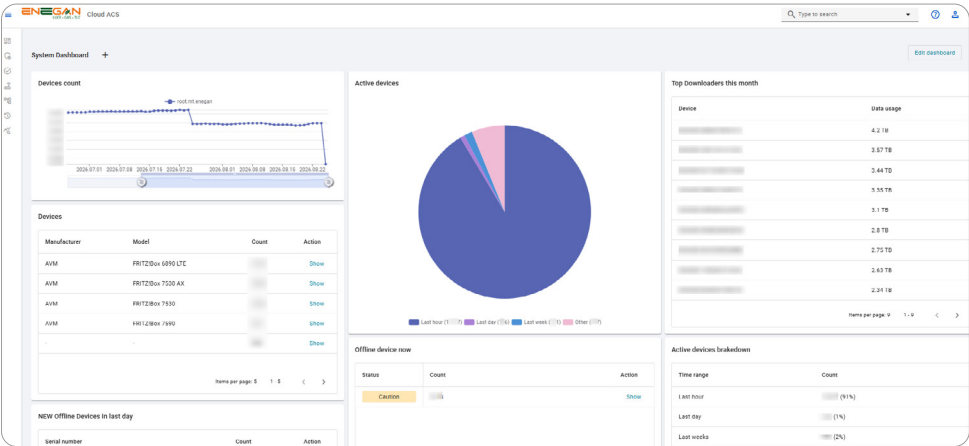
- ✓ The manual setup process was highly time-consuming and did not scale with subscriber growth.
- ✓ Configuring and checking each device by hand significantly increased the risk of configuration errors.

The solution

AVSystem provided Enegan with Cloud ACS, a SaaS platform for managing devices over the TR-069 and TR-369 protocols. What set Cloud ACS apart was its completeness from the initial deployment. The platform met approximately 90% of the company's requirements out of the box, requiring very little customization. Its usability and reliability were decisive factors.

The NOC uses Cloud ACS primarily for:

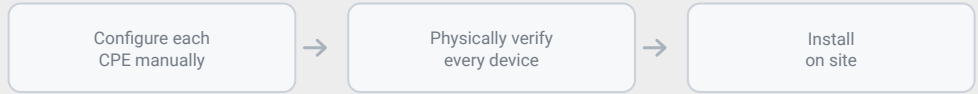
- ✓ Customer CPE provisioning
- ✓ Remote administration of devices
- ✓ Configuration management and updates
- ✓ Maintaining an accurate device inventory



The Cloud ACS dashboard gives the NOC one place to provision, monitor and manage the fleet.

From manual setup to automated provisioning

Before



After: with Cloud ACS



Benefits



Countless hours saved

By centralizing device administration and automating provisioning.



Standardized configurations

Across the device fleet, reducing variability and error.



Accurate device inventory

Maintained centrally across the whole fleet.



Simple, reliable operation

Easy to use, very few operational issues, no resource concerns.



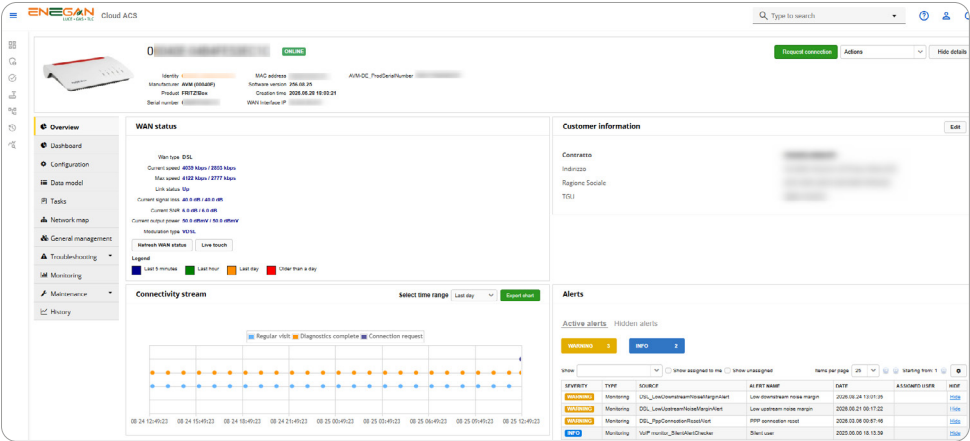
What I value most is the platform's high level of usability. It is simple to use, highly reliable, and presents very few operational issues. I would recommend Cloud ACS because of its ease of use, the completeness of the software right from the initial deployment, and its ability to centralize device administration efficiently — helping operators streamline management while maintaining consistency and control across their device fleet.

Mirko Mosca, Head of Network Operations Center (NOC), Enegan

Conclusion

By adopting Cloud ACS, Enegan replaced a manual, time-intensive device workflow with a standardized, automated approach that its NOC can manage centrally. The platform's out-of-the-box completeness, ease of use, and reliability allowed

the team to reduce manual effort and maintain consistent configurations across a fleet of roughly 15,000 devices. It also positioned Enegan to keep scaling its broadband services.



Centralized device administration and remote diagnostics from a single Cloud ACS console.



AVSystem

Broadband services management and assurance on truly open standards.

AVSystem was founded in 2006 with a focus on providing automation solutions for connected device ecosystems. The CSP product portfolio covers end-to-end broadband services management, from service activation, through assurance, to in-home WiFi experience monitoring. With clients ranging from local internet service providers to multinational telco operators, utilizing all access technologies and multiple vendors, we know how much openness matters. Our goal is to create flexible and dynamic technology based on truly open standards: TR-069, TR-369, and LwM2M, accessible to everyone.

Contact us

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