Synamedia
GRAVITY

Elevate Connectivity and Service Management for Service Providers

Delivering fast, reliable internet to customers is more challenging than ever. Service Providers struggle with managing a growing number of devices, troubleshooting connectivity issues, managing the introduction of new value-added services, and dealing with vendor lock-in, all while keeping costs low and customers happy.

Synamedia Gravity is a cloud-based SaaS platform designed to solve these challenges for residential and business customers. With an open, vendor-agnostic approach, it streamlines device management, automates service provisioning, and enhances residential & business customer engagements, reducing complexity, improving network performance, and delivering a superior broadband experience with minimal operational effort.

Why Choose Synamedia Gravity?

Flexibility Without Vendor Lock-in: Delivers a seamless experience for Service Providers across multiple CPE vendors, eliminating reliance on proprietary hardware.

Operational Costs: Provides 24/7 visibility through a single pane of glass for the Service Provider and a mobile app for customers. Reduce maintenance efforts with automation and centralized cloud management.

Zero-Touch Provisioning & Updates: Simplifies device deployment and fleet management, resulting in faster time-to-service. Enables effortless setup, updates and continuous performance optimization.

Branded Customer Portal & App: Empowers customers with easy self-installation of CPE, self service, and home-network management tools. Customers can easily self-care and manage their own networks, reducing the need for support calls and enhancing user autonomy.

Unlocking New Revenue Opportunities

Value-Added Services:

- **Comprehensive Wi-Fi Oversight** – Delivers Wi-Fi health monitoring and optimization across all devices and access networks.
- **Speed Test** – Allows customers to measure network performance, including upstream/downstream speeds and latency, directly from their gateway.
- **Content Filtering** – Enables customers to block unwanted websites and control access based on customized settings.
- **Parental Control** – Provides time-based access restrictions, content filtering, and device-specific rules for safer internet usage.
- **Firewall** – Includes cybersecurity measures to protect home networks from cyber threats.
- **Guest Wi-Fi** – Dedicated wireless network for guests, separate from the home network, ensuring security and privacy, allowing controlled internet access with customizable settings.

About Synamedia

Synamedia is a leading provider of advanced broadband & video software and SaaS platform solutions, dedicated to transforming the broadband landscape with innovative technologies. We help Service Providers connect customers with connectivity experiences designed to protect, enrich and deliver world-class solutions.

Next Steps:

Ready to learn more? Schedule a demo with our experts and see how Synamedia Gravity can help your business. **Book now**