

M4 SOLUTIONS SUITE

Telecommunications organizations and municipality and campus communications providers of all sizes depend on M4's configurable and expandable modules to help manage their business. M4's open-system approach allows users to integrate and consolidate information from various departments and applications into a single, visually powerful operations platform.

Enterprise Core

M4 Foundation

Powerful, easy, accurate mapping that ties each element to its own individual database record. Make a change to the map, it updates the database. Make a change to the database, it updates the map.

M4 Field Managers and Consoles

Integrate with the entire M4 Solutions Suite to ensure everyone has access to the data they need. Use M4 Field Managers and Consoles to view, search, verify and print records your organization stores in M4.

M4 Web Console

Bring your M4 data to a web viewer so it can be accessed anywhere. Easily and efficiently search for data, view information and verify records in one place.

M4 Universal Translator

Users can import and export nearly every conceivable mapping format into and out of M4 projects using the M4 interface to Safe Software's FME translation engine.

M4 Integration Engine

M4 Integration Engine delivers continuous, real-time access to data within your existing software and database applications. Correlate and share data interdepartmentally in a spatially accurate, intelligent view.

Order and Service Management

M4 Workforce with Mobile Tech

Track and manage service orders, trouble tickets, and dispatch within one application pre-integrated with customer and network data. M4 Workforce allows users to initiate, schedule, dispatch, and close tickets and is interoperable with other fault, billing and inventory systems.

M4 Process Manager

Used in conjunction with M4 Workforce, manage the service order lifecycle and workflow tasks across multiple departments to shorten new install timelines. Create process templates for repeatable internal and external work order flows. Easily manage, search and view details of the process for the latest status and identify bottlenecks before they occur.

M4 Assignment

Spanning multiple networks, M4 Assignment streamlines by integrating billing and plant management systems and employing user-defined, rules-based automation to the selection of equipment and facilities.

M4 Work Order

Reduce design and drawing time for construction work order management. Automate staking sheets and reporting capabilities to enable in-house management of construction and as-built updates.

Asset and Financial Management

M4 Inventory CPE Integration

Track and maintain inventory records within your organization. Fully manage the status, history and plans for any piece of equipment, allowing for a single portal that keeps records current and accessible.

Network Inventory Management

M4 Fiber

Manage the fiber network from end-to-end, down to the port and jumper level, including physical cable path, associated strands and channels. M4 Fiber also manages optical budget construction, splice connections and geographic OTDR point locating.

M4 Network Equipment Manager

In conjunction with M4 Telephony and M4 Fiber, this module enables the design, mapping and management of inside plant for copper, coax and fiber systems. It allows static drawings to be live, interactive, database-driven rack and network equipment diagrams.

M4 Circuit Manager

Design and manage circuits across multiple equipment types. M4 Circuit Manager extends M4's scope from infrastructure connections to both the physical and logical layers in M4.

M4 Telephony

M4 Telephony offers complete copper connectivity and design tools and allows users to perform many time-saving tasks, such as automatic cable throws and color coded cable fill rates, at the touch of a button.

M4 Coax

Capture coax design data and manage HFC networks through the full lifecycle from construction to operation to retirement. M4 Coax ensures accurate network documentation while allowing users to perform many time-saving tasks.

M4 Conduit Manager

Transform conduit from lines on a map to an active conduit interface that links, reports and manages cables within conduit. Quickly locate and access available duct throughout your network.

M4 GPS Tools

With superior functionality and performance, M4 GPS Tools allow for tightly integrated flow of information from the field to the M4 database. Partnered with Spectra Precision's MobileMapper 120, easily transform GPS field coordinates and use them to track and manage assets in M4.

Marketing and Sales

M4 RevGen Suite

The M4 RevGen Suite includes components of the M4 Services Manager, M4 AutoRouting, M4 Universal Translator and M4 Process Manager modules, as well as CRM Integrations. Identify and prequalify targets to create on-the-spot solutions for your prospect.

M4 Services Manager

Used by customer service, management, marketing and sales, M4 Services Manager reports and visibly maps which customers are available for up-sell, as well as prequalification for various services throughout your exchanges.