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IBC Amsterdam: ZATTOO shows generation "3.0" of live monitoring "Bridge" for network operators

B2B customers of the ZATTOO White Label IPTV platform benefit from new features with live data for more transparency, customer support and quality

Zurich, 12.09.2019 – Generation 3.0 of the Bridge enables B2B customers of ZATTOO to control their TV service even more precisely. Enhancements have been made to the customer support, the collection of live data for the analysis of TV usage as well as the "Quality of Service" cockpit. ZATTOO will be presenting the new features of Bridge live at the IBC, at the ZATTOO booth G06 in hall 14.

The latest version of the Bridge helps network operators to respond to customer requests even better and faster. A new dashboard enables easy access to all relevant support cases and at the same time provides the most important information at a glance. B2B customers' support staff can create a support ticket for ZATTOO directly from the Bridge. All relevant data – e.g. used device, time, channel – are transferred from the Bridge to the ticket. This is done in compliance with the high data protection standards, guaranteed by ZATTOO.

Gernot Jaeger, Chief Officer B2B at ZATTOO: "A TV platform has to be more than just a user-friendly front end combined with a future-proof streaming architecture. Our B2B customers expect transparency and want to know which content reaches their end customers and at which quality level. For example, it is easy to monitor, whether there are distribution problems in our B2B customers' networks, or which content is particularly popular and in high demand. For this reason, we are investing in the further development of the Bridge for our B2B customers."

The Bridge also provides information on which end devices a customer uses. This makes it possible to determine, whether a device is connected via LAN or WLAN or what its current operating status is: active or in standby mode. Bridge 3.0 can also be used to check the status of caching servers at any time. The ZATTOO Bridge 3.0 enables an even better identification of trends in TV user behavior.

With generation 3.0 of the Bridge, ZATTOO continues its route of maximum transparency of its hosted and managed IPTV platform. The bridge is used by most ZATTOO B2B customers and supports decision-makers, product managers and account managers in the daily management and development of their TV service.

ZATTOO offers individual live demos for journalists and trade show visitors. To make an appointment at the IBC, please contact Julia Fischer at the contact details above.

About ZATTOO

With more than 30 B2B customers and several million TV users, ZATTOO is one of the most successful TV-AS-A-Service platforms and already a leader in the European market. In Germany, 1&1 Telecom, M-net, NetCologne and EWE TEL are among ZATTOO's customers, in Switzerland the network operator Salt Mobile and others. ZATTOO offers fully hosted and managed IPTV, OTT, TV Everywhere and Hybrid TV services for network operators and media companies. The focus is on a White Label product with state-of-the-art applications for all relevant devices and covering all common ones: operator set-top boxes as well as Apple TV, Amazon Fire TV, Smart TVs and mobile devices (iOS / Android / Windows 10).

For more information: zattoo.com/solutions/