

Indoor Wi-Fi

ARRIS Global Services Case Study

KEY HIGHLIGHTS:

- Requirements
 - Wi-Fi Engineering
 - Material management
 - Installation
 - Commissioning
 - Documentation
- ARRIS Solution
 - Program Management Office
 - Project Management
 - Engineer
 - Local Subcontractor
 - Management as needed
- Benefits
 - Expert Engineering and Installation
 - Manage Risk
 - Accelerated Deployments



SERVICE OVERVIEW:

Company Overview

The ARRIS customer is a mid-market, national cable MSO. Our customer is aggressively expanding its footprint and service offerings by providing wireless infrastructure to student apartment complexes and other multi-dwelling unit (MDU) properties in one of its markets. Properties have ranged from as few as 11 to over 250 units, each with common areas and limited outdoor deployments. The provision of branded Wi-Fi services extends the resident's relationship with our customer, enhancing subscriber retention and providing a platform for revenue growth.

The Challenge

The customer teamed up with ARRIS Professional Services to provide engineering, material management, installation, commissioning and documentation services at seven MDU sites (to date). Some sites were new-build , but others involved replacing and reengineering earlier Wi-Fi installations.

All projects were brought in ahead of schedule. Each presented unique challenges such as:

- Limited work hours.
- Coordination with construction schedules.
- Complex retrofits – in some cases requiring the use of PoE injectors to simplify power wiring.
- Decommissioning and disposition of prior systems.
- Ensuring proper cabling and switches are in place.
- Reprovisioning of IP addresses.

The Solution

ARRIS Professional Services provides end-to-end, custom project management services for each project which includes creating detailed project plans that address schedule, tasks, scope, time, cost, resource and quality management.

Additionally, ARRIS provides all LOM, EDP, FC, Install, Commissioning and “Make Ready” services consistent with Telcordia™ 1275 standards. The work is performed by one of the ARRIS telecom engineering teams including a project manager, one or more senior installation techs, and an engineer.

ARRIS Professional Services strives to exceed customer expectations and that has been proven in the work that continues to be performed for our customer. ARRIS has been successful in working around short maintenance window scheduling and unique installation challenges to beat the agreed schedule for every project.

ARRIS Global Services Values

Accelerate time to market:

Stay competitive with rapid deployment of new services

Reduce costs:

Contain costs on deployment, integration, and support

Maximize revenue and profits:

Optimize operations, ensure service quality, increase customer loyalty, grow revenue and profit margins

Why ARRIS ?

Multi-technology experience that is unique in the industry:

ARRIS has designed, delivered, and optimized end-to-end network solutions for service providers.

Flexible business model and approach:

ARRIS can build a customized operations solution for virtually any network operations requirement.

World-class support:

ARRIS provides support from committed and highly trained, experienced professionals, complete with state-of-the-art local support centers, test labs, and repair depots.

Voice, Data, and Video Technology leadership:

ARRIS has a wealth of experience and expertise in introducing and operating new technology network systems.