

# Edge/DOCSIS Managed Services Global Services

## SERVICE HIGHLIGHTS:

- Analysis, Design and Planning Services
- Deployment Services
- Operational and NOC Staffing Services

## CUSTOMER VALUE:

- Leverage ARRIS expertise in Video/Data Networks while focusing resources on strategic functions
- Accelerate Time to Market
- Knowledge Transfer
- Access to best-in-class tools and processes



## SERVICE OVERVIEW:

Managed Services involves ARRIS managing a specific function or service offering for the operator, providing experienced staff in addition to tools and processes. ARRIS experts have global experience planning for and deploying edge devices such as CMTS's and Converged Edge Routers (CER) in DOCSIS networks. These resources have the critical domain and management expertise to implement and support the operation of the solution. Furthermore, ARRIS's deep resource pool is able to rapidly scale multiple functions onto a national footprint as needed during different project phases.

ARRIS Global Services has the experience and expertise to cover Edge network design, implementation, and operations for service providers. We can provide all facets of inside and outside plant documentation, design, management, engineering, and deployment services as well as business analysis and assessments that can help you achieve your financial, technical, and strategic goals.

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### AVAILABLE EDGE MANAGED SERVICES

ARRIS uses a proven five-phase approach to manage project success: **Assess, Plan, Engineering and Design, Implement and Sustain** in either an end-to-end or an “a-la-carte” approach. ARRIS can perform any or all of these services, as needed by the service provider:

#### ASSESSMENT AND BUSINESS PROCESS ANALYSIS

ARRIS can analyze and evaluate core elements of the provider’s edge operations, ensuring they are in-line with industry and ARRIS best-in-class practices, while matching the provider’s business strategy for continuous improvement and operational efficiency. Typically a Business Process Analysis is performed, resulting in specific recommendations for design, engineering, project management, deployment, and operations functions.

#### PROJECT MANAGEMENT

An ARRIS Project Manager performs coordination of the whole program, including scope, integrated project plan, and resources, to enable proper planning, integration, tracking, reporting, and coordination.

#### SURVEY, ENGINEER & DESIGN

ARRIS provides a site documentation audit including a visual audit including space, racks, optronics, CMTS/CER and accessories, and the backhaul network. ARRIS then designs the optimized Node Combining Plans and Engineering Designs for ARRIS and third-party CMTS and Converged Edge Router products.

#### INSTALLATION AND MIGRATION

Once the design is approved, ARRIS performs installation and migration services, which may include:

- Racking, stacking, and wiring CMTS/CER products and edge elements, RF cabling from optical modules to broadcast splitting and combining networks.
- Installing Optronic forward and return chassis along with associated transmit & receive modules.
- Installing RF management with coax cable runs and patch panels.
- Migration: provide wire techs and CMTS technicians for maintenance window migration support.

#### CONFIGURATION, COMMISSIONING AND TEST

This service brings the equipment to a basic state of operational readiness and applies the approved site-specific configuration. Upon completion of commissioning, service group testing is conducted, which includes speed tests, voice calls, ADSG, VOD and multi-channel testing.

#### LOGISTICS AND MATERIALS MANAGEMENT

ARRIS performs logistics and materials management of installation related materials and equipment, including ordering and managing supply chain as well as on-demand inventory of materials. ARRIS also maintains serialization discipline, performs careful receipt and inspection for defects, and reports metrics including B2B connectivity and error correction. This can include a warehouse and materials manager, and deliveries of pre-staged hardware and consumables.

#### EQUIPMENT DECOMMISSIONING AND RECLAMATION

ARRIS provides decommissioning of unused equipment, cable mining and pickup, packaging, recovery, transport, and storage services. ARRIS can also inventory, test, upgrade and repurpose decommissioned equipment for redeployment elsewhere, avoiding capital expenditures in new equipment.

#### OPERATIONAL SERVICES

Once the system is launched, ARRIS offers a host of ongoing services for operational support, including:

- NOC Staffing Services: 24x7, 365 day onsite NOC monitoring coverage backed up by ARRIS’s technical support organization.
- Build Operate Transfer (BOT): ARRIS builds, deploys, and operates the service, then turns the system and operation roles over to the customer.
- Onsite release management, upgrades, etc.

### Ordering Information

Contact your ARRIS Sales Representative or channel representative to explore how ARRIS can help you with your Edge Network. A detailed scope of work will be developed after consultation.