

# SEM and APEX EQAM Deployment Services

## ARRIS Global Services

### SERVICE BENEFITS:

#### SEM and APEX EQAM Deployment Service Benefits

- Enable the headend for multiplexing, encryption, modulation, and upconversion
- Reduce deployment downtime and risk
- Provide expert knowledge and capabilities to programmatically perform implementation
- Contain costs of deployment
- Minimize interruption of service
- Ensure interoperability of headend components
- Execute using proven methodology, planning, and testing
- Deploy systems more efficiently
- Utilize 75 years of video experience
- Offer proven methodology and track record of deployment



### SERVICE OVERVIEW:

ARRIS has the expertise in system integration, field engineering, project management, and Technical Support required to successfully deploy SEM and APEX Edge QAM (EQAM) products. These products provide multiplexing, encryption, modulation, and upconversion capability. The SEM and APEX EQAM Deployment Services provide professional planning and deployment of SEM and APEX EQAM products. These services include:

- Coordinated planning and installation
- Configuration of SEM and APEX EQAM products
- Acceptance Testing and Technical Support

With the help of ARRIS, customers are ensured of installation and configuration with minimal downtime and risk. In addition, customers are guaranteed that configuration is done in accordance with their encryption and modulation requirements.

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## Services Deliverables

The SEM and APEX EQAM Deployment Service execution requires the coordinated support of ARRIS personnel, Customer site DAC personnel, and Customer network personnel. Based on the assumptions and prerequisites noted below, ARRIS will deliver:

### Comprehensive Project Management

An ARRIS Project Manager will:

- Coordinate planning and installation activities from project kick-off through post-launch support.
- Create and maintain a project plan together with the customer's project management team.
- Track and report weekly on status and action items.
- Identify risk items and mitigation strategies.

### Pre-Installation Design Review

ARRIS personnel will:

- Review and revise the customer's system design to identify and resolve any issues with channel planning, network design, or component selection.
- Assist with site surveys and review for errors and completeness.
- Gather all information required for configuration of system components.
- Document channel group mapping.

### System Configuration

ARRIS personnel will:

- Assign the IP addresses provided by the customer to the SEM or APEX EQAM units.
- Configure the SEM or APEX EQAM units.
- Verify that the SEM or APEX EQAM units are correctly configured and operational.

### Acceptance Testing and Technical Support

ARRIS personnel will provide on-site support during the customer's system acceptance testing.

## Assumptions and Prerequisites

This list of assumptions and pre-requisites is not intended to be exhaustive. Prior to the commencement of services and thereafter, ARRIS will inform the customer of any additional responsibilities necessary for the performance of the services.

### Assumptions

- ARRIS and the customer will provide a single point of contact for the project.
- ARRIS will provide services only for the work described above. Other issues should be handled through normal escalation methods.

### Prerequisites

- The customer will:
  - Provide space, power, and cooling for the equipment, and ensure all equipment is racked and cabled prior to the start of work.
  - Ensure readiness, provide access, and provide support for all DAC, billing, and headend networks.
  - Provide all necessary documentation, including, but not limited to, IP addresses, channel maps, network diagrams, and headend design.
  - Provide applicable Electronics Industry Association (EIA) channels on the physical plant and ensure those channels are clear and available at the time of the integration.
  - Stage equipment at remote sites with site personnel who will assist with the physical setup.
  - Provide support for any and all networks (both physical and logical) that are located between, and include any devices such as Ethernet fiber transmitters, routers, and switches.



## 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.

## SEM and APEX EQAM Deployment Services

To order these services, contact your sales representative.

### ORDERING INFORMATION

Part Number	Description
476666-086-00	APEX EQAM Deployment Service — Installation and configuration of APEX EQAM.
476666-002-00	SEM Deployment Service — installation and configuration of Smartstream Encryptor Modulator.

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