

CALA Cable Provider Enablement ARRIS Global Services Case Study

KEY HIGHLIGHTS:

- Location: Mexico
- Industry: Cable
- Challenge: Resolve system saturation and inefficiencies.
- Business Value
 - Increased system efficiency
 - Better system performance
 - Enhanced end-user experiences
- ARRIS Solution
 - System Assessments
 - Design services
 - Deployment Services
 - Project Management



SERVICE OVERVIEW:

The Business Challenge

A leading Latin American cable provider was experiencing a series of outages on their controller platform. The company needed to discover the cause of the outages and find a fix quickly.

The Network Solution

To help the cable provider identify what was causing its system outages, the ARRIS Service Team performed a full system assessment. The assessment revealed the system outages were due to the growth in the customer's digital set-top box population, which saturated its system and caused operational inefficiencies. The Services Team recommended the customer split its DAC and RADD and reconfigure its OAM&P Network.

The ARRIS Services Team designed a custom DAC and RADD split for the customer to reduce single points of failure. It also increased security by locking individual STBs to a physical network segment.

Business Results

The ARRIS team's DAC and RADD split resulted in:

- Increased system efficiency
- Reduced distribution time for messages, encryption keys, and Billing System transactions
- Better system performance

As a result, the company achieved optimal operational performance and an enhanced end-user experience, helping the company to retain its existing subscribers and expanding its services to target new ones.

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.