

Metro Wi-Fi Deployment Services

ARRIS Global Services Case Study

KEY HIGHLIGHTS:

- Requirements
 - Wi-Fi Engineering
 - Material management
 - Installation
 - Commissioning
 - Documentation
- ARRIS Solution
 - Program Management Office
 - Project Management
 - AP Network design
 - Cable Plant Extension
 - Network Documentation
 - Installation Guides
 - Post install QC
- Benefits
 - Both Wi-Fi and Cable Plant
 - Design/Deployment Expertise.
 - Manage Risk
 - Accelerated Deployments



SERVICE OVERVIEW:

Company Overview

The ARRIS customer is a Tier 1, national cable MSO. Our customer is aggressively expanding its footprint and service offerings by providing wireless infrastructure to large metro areas within their services footprint. Properties have ranged from as few as 250 to over 2,000 Greenfield Access Points (AP). The Metro deployments consisted of various coverage areas from dense indoor venues such as shopping malls to open spaces like public parks. 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 design services, quality control (QC) and documentation across three metro areas (to date). ARRIS engineers were engaged to design a Wi-Fi network that would easily attach to the cable network and meet coverage and service level targets for each of the defined areas of interest. For each AP ARRIS engineering used our proven process to conduct full “active” surveys (by vehicle and on foot) of the sites and developed an optimized solution with an extremely high success rate on the initial designs. Comprehensive installation documentation included in the design pack further minimized the burden on the MSO’s already loaded internal resources. Finally ARRIS worked with the customer to develop and document a solid QC and maintenance plan. All projects were brought in ahead of schedule. Each presented unique challenges such as:

- Limited work hours
- Coordination with construction schedules
- Union labor management
- Varying venue types
- Ensuring proper placement “on plant”
- Comprehensive and timely QC testing/troubleshooting

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.

The work is performed by one of ARRIS’ professional services teams including a project manager, and three or more senior engineers.

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.