

# Retecal Broadband Enablement ARRIS Global Services Case Study

## KEY HIGHLIGHTS:

- Location: Spain
- Industry: Cable
- Business Value
  - Operational benefits
  - Capex savings
  - Improved system efficiency
- ARRIS Solution
  - Systems Integration
  - Solution Architecture
  - Solution Design
  - Integration Design
  - SIT Lab Build and Test
  - "Live" Deployment
  - Support and Maintenance
  - Evolution and Enhancements



## SERVICE OVERVIEW:

*"With ARRIS's technology and on going support, we are confident that we will be able to build a world class EuroDOCSIS network."*  
Dienisio Fernandez Auraey  
General Manager at Retecal

### The Network Solution

In 2003, the ARRIS Services Team delivered and integrated a CMTS network for Retecal. The project included an Incognito backend system MAPS and Nortel network. Retecal's system was, at the time, the most advanced on the market. ARRIS provided Retecal with end-to-end integration services, as well as Program Management.

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Other services provided by the team included:

- Solution Architecture
- Solution Design
- Integration Design
- SIT Lab Build and Test
- “Live” Deployment
- Support and maintenance
- Change Management
- Evolution and Enhancements.

## Business Results

The ARRIS systems integration solution allowed Retecal to realize state-of-the-art CMTS functionality for the better part of a decade. ARRIS’s system integration team was also forward-looking enough to design a solution Retecal could also easily scale as new technologies became available. As a result of this end-to-end systems integration solution, Retecal realized operational benefits, CAPEX savings, and systems efficiencies over an extended period of time.

## 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.