ARRIS Global Services has a talented pool of engineers, business analysts, programmers, and program managers experienced in designing, planning, engineering, testing, and operating telecommunications systems. The team is ready to assist network operators and is uniquely positioned to provide a full range of services to rapidly deploy flawless and secure video, engaging multi-screen experiences, IPTV, enhanced broadband networks, wireless access, and managed home enablement services quickly with guaranteed performance and support. With over 150 engagements with operators around the world, ARRIS Global Services can assist with a wide variety of complex software development, consulting and systems integration projects.
ARRIS Global Services has delivered projects in these areas:
- Content Management
- Infrastructure and Hosting
- Devices and Portals
- Data and Databases
- Custom Software
- Content Delivery
- Business Process
- Device Assurance

**CONTENT MANAGEMENT PROJECTS**
ARRIS designed, implemented, and integrated a workflow capable of processing 350 two-hour HD video titles into more than 10 multi-screen formats with multiple DRM schemas for distribution via multiple storefronts each day.

ARRIS designed, implemented, and integrated workflows for the acquisition and preparation of multi-screen content from 120 different content providers.

ARRIS designed and implemented distribution workflows for Subscription VOD, Transaction VOD, Promotional, Ad-funded VOD, and Purchase VOD.

**BUSINESS PROCESS**
ARRIS designed and implemented workflows to enable a video service provider to manage 150 daily blackouts (scheduled regular, scheduled spot beam, and live).

ARRIS helped an operator manage, offer, and provision live and VOD packages in 60 markets for more than 2.5 M subscribers.

ARRIS has devised and written more than 400 customized procedures used by an operator’s field staff to configure and troubleshoot infrastructure components from multiple vendors.

**DEVICE ASSURANCE**
ARRIS designed and deployed Automatic Configuration Server business rules capable of provisioning 4,000 new modems/day and processing 35 million daily updates.

ARRIS designed and deployed 30 separate groups of business rules to enable sales agents to efficiently provision services to end users in real time.

**DEVICES & PORTAL**
ARRIS validated a Tier 1 Telco’s Multi-screen delivery service delivering IPTV and VOD services to up to 5M customers, for performance, security, functionality, and user experience across over 200 Android and iOS devices covering 15 operating systems, in addition to STBs, Samsung, and LG TVs, and browser clients for Mac and PC.

ARRIS is helping a Tier 1 Cable Operator to seamlessly migrate a state-wide DMA to the operator’s first Mediaroom IPTV service, without replacement of existing in-home CPE and STB, through services of migration consulting, customer experience testing, and business requirements validation. ARRIS is ensuring a seamless migration experience for 300,000 subscribers and 6 in-home architectures spanning 11 STB/CPE devices.

**CUSTOM SOFTWARE**
ARRIS teams have extensive experience in building adaptors & mediation software for Content workflows, Image processing, media and streaming media transcoding, closed captioning, media QA analysis, ad insertion, rights management and media protection.

ARRIS built a custom software Video Asset Management solution for a Tier 1 operator to manage their VOD and Non-VOD assets and greatly reduced the OpEx associated with multi-screen publishing infinite VOD and non-vod (DVD, Blu-Ray, games) catalog.

ARRIS developed a custom npVR widget application that helped an operator launch their npVR service, giving them an ability to determine late pricing strategy. Using this app the subscribers can self-manage (activate/deactivate/storage update) npVR services on their favorite set-top box.
INFRASTRUCTURE AND HOSTING PROJECTS

To enable better management and planning of an operator’s VOD workflow and production infrastructure, ARRIS designed and implemented a capacity management system to enable engineering and operations to monitor available capacity and capacity throughput.

ARRIS designed, implemented, hosts and maintains a video storefront, search and recommendation service serving more than 6M subscribers.

ARRIS implemented an active monitoring solution for the end-to-end management of hardware and software across multiple platforms utilizing SNMP, HTTP, JMX and custom integrations.

ARRIS helped an operator create a repeatable vendor-neutral test and documentation framework to launch services. The framework includes testing applications using both manual and automated testing methodologies for functional, integration, validation, system, load testing, stress testing, regression testing and user acceptance testing.

ARRIS assists operators to transition from IPv4 to IPv6 across their CPE network, access network, broadband network and corporate network. ARRIS assistance includes technical analysis, design, migration, project planning and execution.

DATA & DATABASES

ARRIS has deployed turnkey solutions including Database Design, Architecture, Backup, Failovers, Disaster Recovery and 24/7 Monitoring for Medios and Edge products.

ARRIS identified Scalability / Performance issues within applications and provided recommendations for better scaling.

ARRIS provided a Multi-Site Database Replication solution and implemented the same for Syncing Asset Encryption Keys across sites and to provide high availability of the data.

ARRIS developed several custom development tools based on customer requirements using native database scripting languages for optimal performance. Tools were developed for Billing and Usage for Video Storefront, Dashboard Reports to monitor KPIs of Purchase and Play of content, and Data extraction applying custom business logistics for data warehouse processing.

ARRIS provides database administration services which include remote monitoring of databases 24/7, performance and tuning, installation/near-zero downtime upgrades, and capacity planning of database infrastructure.

CONTENT DELIVERY

ARRIS designed and implemented a turnkey Addressable Advertising Insertion System capable of live, linear and VOD (Pre/mid/post roll) advertising via multiple ad decision server systems.

ARRIS is designing and implementing turnkey Cloud DVR and TimeShift services for Tier 1 operators that include the implementation of device applications, analytics, EPG Integrations, DRM integrations, CDN integrations, OSS/BSS integrations, security compliance, and storage.