

US Headend Evolution

ARRIS Global Services Case Study

KEY HIGHLIGHTS:

- Location: Minnesota, USA
- Industry: Telco
- Challenge: Add Mediaroom® to their current IPTV ecosystem without disrupting services
- Business Value
 - Maintained service during deployment and integration
 - Speeds time to market
- ARRIS Solution
 - Deploy Mediaroom® 2.1 Hyper V system
 - Integrate system with customer's Video, Network, and BSS infrastructure
 - Project Management



SERVICE OVERVIEW:

The Business Challenge

A large Internet, Television, and Telephone service provider located in Minnesota wanted to coordinate its current IPTV ecosystem with Mediaroom®. They planned to integrate the Mediaroom® deployment with their current access network. It was vitally important for the company to carry out the Mediaroom deployment and integration without interrupting current video services.

The Network Solution

The company engaged the ARRIS Services Team to plan, design, and deploy a Mediaroom® solution that would not impact its subscribers' quality of service. The Services Team provided the company with a pre-packed, turnkey Mediaroom® 2.1 Hyper V system. In preparation for deploying the system, the Services Team performed a Network Assessment, which the company used to ensure both its current IPTV system and Mediaroom® could run concurrently without impacting service. The Services Team also provided the company with an IPV Architectural Design that showed how they could integrate the Mediaroom® system into its ecosystem. Finally, the Services Team performed Video, Network, and BSS integration to ensure the pre-packed Mediaroom® system aligned properly with the company's access network.

Business Results

In complex ecosystem deployments like, third-party integrators add real value. With the Service Team's expert guidance, the customer met its goal of maintaining service, despite the complexity of the deployment. Moreover, with the Service Team's help and planning, the customer saved significant time and money, because the team's design and integration services made sure everything was done right the first time. As a result, the customer met their time-to-market requirements without any disruption in their services.

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.