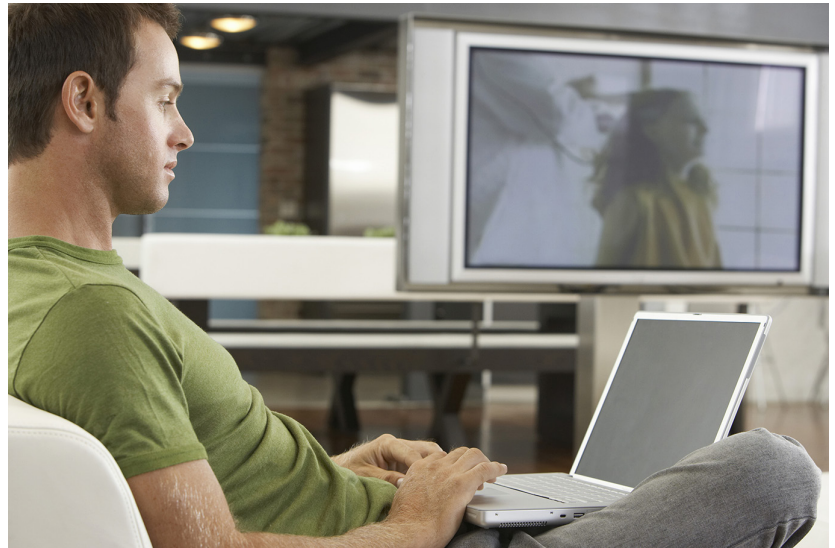


US Operator Network Migration

ARRIS Global Services Case Study

KEY HIGHLIGHTS:

- Location: United States
- Industry: Cable
- Challenge: Localize and support key regional network sites to accommodate a rapidly expanding, nationwide network
- Business Value
 - Streamline network operations
 - Improve network speed and security
 - Reduced hardware and software needs
- ARRIS Solution
 - 14 NAS-to-DAC Conversions
 - 4 RADD Splits
 - 5 Downstream Plant Splits
 - 2 DAC Collapses
 - 3 DAC System Re-IPs
 - 2 DAC Database Evaluations and Clean-ups
 - 3 Multicast Conversions
 - Program Management and Design Services



SERVICE OVERVIEW:

The Business Challenge

After a series of site acquisitions, a cable Internet, Television, and Telephone service provider with locations throughout the continental United States was faced with a rapidly growing network system that spanned several geographic locations. These acquisitions also brought a sudden increase in subscribers. As a result, individual sites were challenged by the network's new depth, a wide range of different equipment and operating software, and new system configurations that required support. The company needed a way to localize their system needs, so it could reduce operational complexity and better service its new base of customers.

The Network Solution

The company engaged the ARRIS Services Team to design and execute a network migration plan. At the time the company engaged the ARRIS team, its sites used the ARRIS hosted NAS controller solution.

As a result of the company's expanded geographic presence, the ARRIS Services Team proposed migrating from the hosted NAS solution to a series of locally operated DAC controllers. The Services Team also proposed reducing the number of DAC controllers currently in the field to ease the company's support and staffing obligations. Finally, the Services Team converted the company's backbone network from broadcast to multicast for better security and scalability.

To ensure the company's system would remain operational, the Services Team planned a series of staged migrations that would take place over a three-year period. Services performed during this three year period included:

- 14 NAS-to-DAC Conversions, which moved sites from nationally hosted NAS to locally controlled DACs
- 4 RADD Splits, which reduced the number of set-tops per RADD and allowed for future growth
- 5 Downstream Plant Splits, which reduced the number of set-tops per Downstream Plant and allowed for future growth
- 2 DAC Collapses, which reduced the number of locally controlled DACs from five to three
- 3 DAC System Re-IPs, which aligned the IP scheme across DACs and created consistent device groupings across all platforms
- 2 DAC Database Evaluation and Clean-ups, which optimized DAC performance by reducing the number of old and/or invalid set-tops across all DAC platforms and removing old and unneeded records
- 3 Multicast Conversions, which standardized the network backbone for increased speed and security
- Design Services, which documented the network as it evolved

Business Results

The staged solution implemented by the ARRIS Services Team helped the company streamline network operations, reduce the amount of hardware and software it needed to maintain, and increase the speed and security of its network. The program management services tracked schedules, deliverables, and milestones, allowing the customer to retain focus on their day-to-day operations during the conversion.

These improvements allowed the company to reduce OPEX by creating consistency in version and IP schemes and network configurations across its sites. In addition, the network conversion provided the company with room for future expansion and growth. The company now manages a more secure, faster network that provides faster, more reliable Internet access for its customers.