Conditional Access Network Assessment Services

ARRIS Global Services

SERVICE BENEFITS:

ARRIS Network Assessment Services Advantages

Independent specialized review

Conditional Access network expertise

The ARRIS broad experience with CA networks enables broadband services operators to focus on their core competencies

Proven experience

In addition to 75 years of video leadership, the ARRIS expert knowledge, experience, and proven methodology and track record in designing, implementing, maintaining, and supporting CA systems provide peace of mind

Benefits of Network Assessment

Control

A clear understanding of the state of their CA network allows broadband services operators to make informed decisions

Reduced risk

Identifying issues before they become problems enables operators to reduce and mitigate risk, improving the stability and reliability of their CA network

Optimized market presence

In-depth assessment yields greater network efficiencies, reduces downtime and service calls, improves network stability and reliability, optimizes network performance, reduces subscriber churn, and increases subscriber satisfaction

SERVICE OVERVIEW:

Broadband services providers are experiencing explosive growth in network systems, traffic volume, and complexity, driven by legislation, mergers and acquisitions, and rapid adoption of multi-play high-speed data, IP telephony, and interactive video technologies, among other factors.

Maintaining control over delivering stable and reliable services while planning for future growth is quickly becoming a serious challenge. Crucial in determining the best plan for meeting current and future needs is a clear picture of the state of the Conditional Access (CA) network, including an examination of available technologies and resources. Often, however, in-house technical personnel lack the time and resources to perform such an in-depth assessment.

ARRIS Network Assessment Services provide expert technical analysis of the health of an operator's CA network, freeing in-house technicians to focus on day-to-day operations. Based on information gathered from network devices deployed downstream from a Digital Addressable Controller (DAC), highly experienced ARRIS engineers create a comprehensive and detailed snap-shot analysis of the entire CA system, from headend and forward/return components through systems operation and billing. From this analysis, the Network Assessment Team generates a report that provides key optimization recommendations for improving network stability, reliability, and performance, and lays the solid foundation for future expansion geared to accommodate anticipated deployment and service take rates.

Service Deliverables

Successful network optimization requires a structured approach to data gathering and evaluation. The ARRIS highly skilled and experienced Network Assessment Services engineers employ rigorous and comprehensive assessment methodologies in performing the surveys, data collection, and analysis such an approach requires. The resulting recommendations empower broadband services operators to manage their CA system during expected growth, while taking advantage of new features and capabilities. Based on the assumptions and prerequisites noted below, ARRIS CA Network Assessment Services customers can expect:

Comprehensive Data

ARRIS engineers will conduct an on-site survey of the devices connected to the CA network, current operational processes, and available resources. Included in the survey is an audit to verify that current hardware and software are at customer approved levels across the CA network.

In-Depth Analysis

After the on-site investigation is complete, the Network Assessment team will analyze the survey findings, focusing on key CA components such as the headend platform, system operations, the forward/return system, and the billing system.

Key Recommendations

• The ARRIS assessment personnel will present key recommendations to the customer, outlined in the following reports:

• High-Level Conditional Access System Diagram

• Polling Schedule

• Maintenance Schedule

• Inventory of network connected devices

Assumptions and Prerequisites

The following list is not intended to be exhaustive. ARRIS will inform the customer of any additional customer responsibilities necessary for the performance of the service.

Assumptions

• ARRIS and the customer will provide a single point of contact for the project.

• On-site office space and external network access will be provided to ARRIS engineers.

• ARRIS personnel will have the required access to customer resources, including facilities, systems, components, and personnel.

• Customer resources will be available on a timely basis.

• Issues that are outside the scope of the deliverables described above will be handled through normal escalation methods.

Prerequisites

• Provide a list of contacts, including the technical leads, for each critical department Complete the ARRIS System Assessment Site Survey

• Provide the DAC Hosts file and dial-in survey

• Provide a CA network diagram showing the location of all DAC and Operations, Administration, Maintenance, and Provisioning (OA M&P) equipment

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.

Network Assessment Services for Conditional Access

To order these services, contact your sales representative.

ORDERING INFORMATION	
Part Number	Description
476666-060-00	Network Assessment Services for Conditional Access