

CER/CMTS Performance Improvement Programs ARRIS Global Services

SERVICE BENEFITS:

You've made the investment. Your new system is installed and operational. Now it's time to maximize your ROI! It's "Day 2."

ARRIS Global Services expertise can help you maximize uptime and optimize the performance of your data and video infrastructure and access technologies network elements.

Let ARRIS take care of the routine maintenance and fine tuning of your deployed systems.

- **Maximize Uptime** – Routine maintenance is a critical, but often-overlooked part of system performance.
- **Optimize Performance** – Regular analysis and optimization helps ensure your system is tuned for current operating demands and delivers superior consumer experience.
- **Focus Your Staff** – Allow your staff to focus on other priorities while ARRIS handles routine maintenance.



SERVICE OVERVIEW:

ARRIS offers two Performance Improvement Programs for in-service ARRIS systems deployed in North America, including C4, E6000, and BSR systems.

Baseline – A physical, layer one, quality audit and checkup, focused on the hardware and the environment where it is deployed. ARRIS inspects the system, records measurements (voltage, current draw, RF, air temperature, and humidity), cleans and/or replaces air filters and evaluates airflow, takes minor, non-impacting corrective actions, performs an audit/inventory, and backs up the current configuration and/or settings. The outcome of each maintenance visit will be a report documented with digital photos plus findings, actions taken, and recommendations.

Baseline with Service Analytics – The addition of analytics explores the overall health and performance of the product (anticipating, preventing and identifying potential problems). The analysis is focused on the network and application layer, along with the security of the product, current utilization, and capacities. The report includes recommendations for network optimization of the product.

Service Deliverables

- ARRIS will visit the pre-identified sites to execute a checkup of the “in-service” product. The goal is to provide an accurate and up-to-date inventory of the hardware and software, perform quality checks and measurements, and take basic non-impacting corrective actions (layer 1), when possible. The output of the Baseline checkup will be a report of the findings, with results of the HW/SW/FW audit, digital photos, actions taken, and recommendations.
- ARRIS will contact the customer to coordinate an onsite inspection of the products identified and quantified on the Purchase Order. ARRIS will inspect and evaluate the cabling (Power, RF, and Network) directly attached to the product. This will include the grounding of the product, along with the impact of the cabling on airflow.
- ARRIS will take nonintrusive readings to measure: Voltage, Current Draw, RF Levels (FWD at Test Point(s), Noise floor (RTN) at Test Point(s), Air Temperature, and Humidity.
- ARRIS will take previously agreed to, nonintrusive corrective actions, clean and/or change the air filters, log into the product and capture model number, serial number, and hardware/firmware/software level of primary components (chassis, cards and modules).
- ARRIS will backup the configuration of the product to a local drive. The backup copy will be stored at an ARRIS storage site, for access by the customer.
- ARRIS will create a findings report, with before and after digital photos, corrective actions taken, audit results, and recommendations.
- **With Analytics:** Service Analytics adds an overall health and performance analysis of the product (anticipating, preventing and identifying potential problems). The analysis is focused on the network and application layer, along with the security of the product, current utilization, and capacities.
- The report will include the results of the HW/SW/FW audit, digital photos, actions taken, and recommendations, including any network optimization of the product.

Assumptions and Prerequisites

The customer will: provide a list of priority sites to be audited, provide all applicable policy and procedures for site entry and exits (which may include NOC notification and ticket coordination), schedule any necessary tickets required, provide site-specific access requirements, blackout dates, work days during (or prior to) the planning phase, and will provide documentation of nonintrusive corrective actions that may be taken during the site visit, such as cable dressing. Audit work will be conducted between the hours of 7:00 AM and 5:00 PM (locally).

The customer has a valid Support Contract for the technology covered by the Performance Improvement Program. Inquiries that should be handled under the Support Contract will be referred to ARRIS Technical Support.



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.

CER/CMTS Performance Improvement Program Services

To order these services, contact your sales representative.

ORDERING INFORMATION

Part Number	Description
782219	E6000 Performance Improvement Program – Baseline (E6000)
782220	CMTS Performance Improvement Program – Baseline (C4, BSR)
782221	E6000 Performance Improvement Program – w/Service Analytics (E6000)
782222	CMTS Performance Improvement Program – w/Service Analytics (C4, BSR)

Other product/region performance improvement programs available upon request.

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