

CPE Systems Integration Services

Services to add or augment functionality to your User Experience.

FEATURES

- Meet ever-evolving user experience demands.
- Retain customers in the face of competition.
- Preserve capital investment in CPE.
- Advanced capabilities without replacing CPE.
- Extensive resources, skillsets, partner relationships.
- Turnkey delivery, staff augmentation or managed services.



SERVICES OVERVIEW

Consumer expectations today are ever expanding. More photos! More videos! New apps! Higher quality! Easier to use! Fresh look and feel! Instant access! Rapid updates! Secure!

And, they have choices. If one provider doesn't deliver, another will.

The challenge for service providers is to keep up with these demands without breaking the bank. Wholesale replacements or upgrades of technology are sometimes not the answer. But, it's those subscribers using older devices for network access who are most vulnerable.

ARRIS CPE Systems Integration (CPE SI) solutions extend the life of CPE assets and preserve the capital invested in them. By offering the advanced capabilities demanded by subscribers, without replacing equipment, customer retention is achieved.



Service providers meeting the expectations of today's subscribers need to be prepared to upgrade the user experience and service offerings without investing in a complete upgrade of their network. This may involve, but is not limited to:

- A partially or completely new User Interface
- Expanding app availability to subscribers
- Transitioning from traditional QAM-based video to hybrid or full IPTV architecture
- Expanding the app store framework
- Deploying a new browser-based application (e.g. Pandora, Netflix, YouTube)
- Transitioning to RDK-based platforms
- Integrating new Set Top Box middleware to provide for more feature content or address IPR or licensing requirements
- CAS and/or DRM refresh
- Replace an existing MediaRoom user experience
- Client-based integration and support of new VOD architectures
- Enhancing security and certification procedures
- Transitioning from a native-UI architecture to a HTML5, cloud-based, UI

ARRIS SOLUTION

ARRIS CPE SI services are available to support any installed base of CPE (Set Top Boxes, Gateways, Cable Modems etc.) and any existing middleware or application layer. Services include:

Service Element	Description
Consulting	Architecture definition, network migration, emerging technologies, operational and deployment processes, CPE testing methodologies
CPE Integration	CPE Operations, maintenance and provisioning,
Custom Software	New applications, middleware porting and capabilities, new feature introduction, UI development and migration
Solution Integration	Recommendations, analytics, nDVR, MABR, VOD storefront, RDK integration, IPTV transition
Test & Validation	Client-network interface validation, solution validation
Managed Services	ARRIS's team integrated with the service providers' to deliver CPE SI projects.
Staff Augmentation	Our experts at the operators disposal for CPE device development, testing, integration and deployment.

WHY ARRIS

As the provider of tens of millions of CPE devices to broadband service providers, worldwide, ARRIS is uniquely positioned to enhance the user experience across those devices. And that skillset transfers to devices from other vendors, as well – not just ARRIS. Our labs have tested over 1,000 unique CPE devices or CPE/firmware combinations. The CPE SI team consists of people with decades of experience in CPE product R&D and deployment and with deep knowledge of the ecosystems, frameworks and test libraries necessary to enhance and test the integration of CPE devices. We are leaders in cloud-TV solutions, like nDVR, with multi-vendor solutions deployed in North American, Latin America and Europe.

Having worked with a rich assortment of established, worldwide partners and systems, we can call on the right products, software and expertise to help us get the job done. A partial list of these varied systems is shown here.

ECOSYSTEMS, FRAMEWORKS, TEST LIBRARIES

ARRIS Cloud Platform	EngineWare	.NET	SecureMedia
ActiveVideo Ecosystem	ThinClient	RDK-B	Playready
Minerva Ecosystem	KA	RDK-V	Verimatrix
FIOS Ecosystem	KreaTV	HFC Access Ecosystem	Nagra
Worldbox Ecosystem	Espial	Wireless Access Ecosystem	Widevine
Mediaroom Ecosystem			

MINI-CASE STUDIES

Back Office Integration to Existing CPE

As part of ARRIS Professional Services, the CPE SI team was engaged to support integration of Minerva's back office solution with the ARRIS DCX4420 STB. This required the successful port of ARRIS's KA Middleware to the DCX4420 and validation of the API interface to the Minerva solution. This was successfully delivered to Minerva and is in full deployment by the customer.

Middleware Ongoing Support

ARRIS Professional Services CPE SI was engaged by a large MSO for the continued support and enhancement of Thin Client and EngineWare middleware. This ongoing relationship has resulted in the delivery of numerous enhancements to the operator's installed base. This allows the operator to continually update the user experience without replacing existing Set Top Box hardware, thereby avoiding considerable capital expense.

CUSTOMER CARE

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