

Remote Services

Digital Video Products

FEATURES

- Deployment Configurations
- Configuration Changes
- Upgrades
- Backup and Restore



SERVICES OVERVIEW

Whether upgrading software to the latest and greatest version, or installing new hardware, the ARRIS Remote Services team has the expertise to assist with all your needs. We offer a variety of services that can be provided remotely.

Let our experienced engineers assist you with your next project, remotely, allowing your own personnel to stay focused on strategic priorities. We can help reduce your downtime and risk, as well as eliminate the added expense of an on-site Field Engineer by providing expertise that you may not have in house.

Remote Services are Available for the Following Digital Video Products:

- | | | |
|---------|------------------------|--------|
| • APEX | • DAC6000 | • RADD |
| • CASMR | • DTA | • SDM |
| • CPMS | • KLS | • SDV |
| • CSS | • Legacy Set Top Boxes | |
| | • Offline Loader (OLL) | |

Don't see what you are looking for? Many more remote services are available. Contact us and let us know how we can help.

Remote Service: Deployment Configurations

When working to deploy new elements to a new or existing system, ARRIS can provide experienced personnel remotely to configure, bring up and help verify the operation. Our remote configuration team can work with your installation team – whether your own resources, ARRIS Professional Services or third party resources – allowing them to focus on the “heavy lifting” while ARRIS ensures the correct configuration for your system. We currently offer deployment configuration services for your SDM, Replacement CSS, Set Top Boxes, KLS, CPMS, DAC Patches, and more.

Remote Service: Configuration Changes

ARRIS offers CET (Category Epoch Transition) to prevent unauthorized or “pirated” set-top terminals from viewing encrypted services. VOD Privacy Configurations are available for encryption. If you need to move a license from one NC to another, ARRIS has you covered. When it comes time to implement configuration changes, it will probably be far reaching and impact a large number of network elements and parameters. To implement these changes in a professional and timely way, let experienced ARRIS engineers implement the changes remotely and work with your team to verify the changes.

Remote Service: Upgrades

By the time you are ready to upgrade your ARRIS systems you may have a large number of devices deployed – making this a daunting task. Our remote ARRIS engineers are experienced, equipped with lab-verified Methods of Procedure (MOP), and can efficiently perform upgrades such that the outage times and maintenance windows can be significantly reduced. Whether you need to upgrade your SDM, DAC, CASMR, Set Top Boxes, APEX, or CSS, ARRIS has the proven track record to get it done right.

Remote Service: Backups and Restore

Backups are sometime overlooked or their importance not appreciated. MABS (Multiplatform Automated Backup) works with your existing Support Gateway to backup and restore the DAC6000, CASMR, SDM, and BNC servers to the End Point Server and to an off-site server if the customer desires. With the expansion to customized devices backup, automation can now include Medios software solutions. This expedient and reliable solution replaces the dependency on tapes, which must be physically changed daily and transported to an off-site location for storage.

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.

Remote Services

If you have any questions regarding the services or want to order email remote services at remote.services@arris.com, contact your sales representative or call the TAC at 888-944-4357 for case creation.

Remote Services	
Part Number	Description
803405	MABS (Multiplatform Automated Backup Service)
476666-110-00	Offline Loader Remote Deployment Service
476666-026-50	CSS/RADD Configuration/Upgrade/Replacement
476666-161-00	REMOTE CASMR Upgrade
476666-160-00	REMOTE CDL Service (Premium)
476666-011-00	REMOTE CDL Service (Single)
476666-011-50	REMOTE CET Implementation
476666-113-50	REMOTE KLS/CPMS Replacement
476666-004-50	REMOTE SDM Upgrade/Install
476666-053-00	REMOTE VOD Privacy Service
593684-001-00	SDM Entitlement Move
410977-001-00	General Off The Shelf Remote Support (4 hours)

CUSTOMER CARE

Contact Customer Care for product information and sales:

- United States: 866-36-ARRIS
- International: +1-678-473-5656

IMPORTANT NOTICE: THIS DATA SHEET IS FOR INFORMATION PURPOSES ONLY AND REMAINS SUBJECT TO CHANGE BY ARRIS UNLESS AND UNTIL A FIRM ORDER FOR SERVICES IS ACKNOWLEDGED AND ACCEPTED BY ARRIS SUBJECT TO ARRIS STANDARD TERMS AND CONDITIONS WHICH WOULD FORM THE BASIS OF AGREEMENT BETWEEN THE PARTIES.