

MXCHANGE

ARRIS Global Services

SERVICE BENEFITS:

ARRIS Firsts:

- First operational HDTV system
- First to develop a hybrid fiber coax broadband network
- First commercial deployment of encryption and digital compression
- First MPEG-2 and MPEG-4 digital ad insertion
- First set-top with HD and DVR
- First set-top with Whole-Home DVR



SERVICE OVERVIEW:

Whether you're adding new services or exchanging technology to maximize transponder capacity, we can help. Changing your current system is never easy. That's especially true when those upgrades require large-scale IRD deployments or exchanges. If you're moving from MPEG2 to MPEG4 for HD-capable infrastructure, your plans demand you increase resources in the shortest possible time. MXCHANGE, the ARRIS IRDRollout program, provides you with a complete suite of deployment services you can use to upgrade or exchange your affiliate IRD population economically. The program provides you with a turnkey solution for quick deployments—or you can pick and choose services via à la carte options, including:

- Project Management
- Call Center Staffing
- Inventory Management
- IRD Authorization
- Centralized Database Tracking

We'll also implement and coordinate any changes you require across multiple sites, ensuring your system upgrades and deployments occur with minimal impact to your services and customers.

MXCHANGE comprises the following rollout programs.

IRD Rollout Program

If you're conducting a system upgrade and replacing your receiver, our IRD Rollout services can help ensure you won't go dark when it happens. Our experts will:

- Provide project management services
- Provide temporary technical and call center resources, as well as administer an 800 number for customers
- Verify site and shipping addresses, contact information, and equipment and service information
- Create a centralized database for progress tracking and reports
- Monitor orders and coordinate shipping to ensure timely delivery
- Assist with equipment installation and summary invoicing

Transponder Change Rollout

When you're changing your satellite transmission, and require a re-tune of your receivers, you may require temporary staff to assist with the change and notify your customers. ARRIS provides the extra staff you need to ensure your change goes smoothly, and with minimal impact to your customers. Our experts will:

- Provide project management services
- Provide temporary technical and call center resources, as well as administer an 800 number for customers
- Verify site and shipping addresses, contact information, and equipment and service information
- Create a centralized database for progress tracking and reports

Database Clean Up Rollout

Sometimes, up-link providers lose track of site information, or may not require that their customers provide site consolidation information. As a result, there may be times when up-link providers aren't notified when a site deactivates a receiver.

Our Database Cleanup Rollout program provides on-going maintenance of site contact and consolidation information. Our team of experts uses multiple resources to identify site and contact information to ensure information remains timely and up-to-date.

Services include:

- Project Management
- Temporary technical and call center resources, and administration of an 800 number for customers
- Verify site and shipping addresses, contact information, and equipment and service information
- A fully accessible, centralized database for progress tracking and reports

Authorization Services Rollout

Hiring and maintaining a support staff to provide 24/7 service authorization and support is expensive. With the ARRIS Authorization Services, however, you can mitigate those costs by using our Satellite Video Center. It provides:

- Temporary technical and call center resources, and administration of an 800 number for customers
- A fully accessible, centralized database for progress tracking and reports

ARRIS MXCHANGE Services

To order these services, contact your sales representative.

ORDERING INFORMATION

Part Number

Description

410977-011-00

ARRIS MXCHANGE Services

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