

# RADD Split Services

## ARRIS Global Services

### SERVICE BENEFITS:

#### Benefits of a RADD Split

##### Greater efficiency

Balancing the load properly across two RADDs yields greater operational efficiencies

##### Higher capacity without capital expenditures

Optimizing use of existing capacity effectively adds bandwidth without costly plant upgrades

##### Improved scalability

Additional RADDs provide economies of scale for network and services expansion

#### ARRIS DAC Split Services Advantages

##### Minimum downtime

Low-risk, efficient implementation enables operators to quickly attain the benefits of a RADD split

##### Proven experience

In addition to 75 years of video leadership, the expert knowledge of ARRIS, experience and proven methodology, and track record in managing broadband networks provide peace of mind



### SERVICE OVERVIEW:

ARRIS RADD Split Services enable broadband services operators to balance network capacity, improving operational efficiencies, scalability, performance, and response time.

A number of factors can affect a broadband network's operational efficiency and scalability, including the skills and resources of the operator's technical personnel, the proximity of network components to key market segments, and whether those components are configured correctly for the network environment.

One central office component that plays a critical role in network capacity, efficiency, and scalability is the Remote Addressable DANIS/DLS (RADD). An improperly configured, loaded, and balanced RADD consumes bandwidth and increases response times, significantly degrading network performance—and subscriber satisfaction ratings. Splitting the load across two properly configured RADDs avoids overloading either one.

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Operators should consider a RADD split when the following conditions occur:

- The digital set-up boxes (STBs) loaded on the RADD are running too many different software versions
- A single RADD serves an excessive number of STBs, Out-of-Band Modulators (OMs), or channel maps

Often, however, daily network operations leave the operator's technical staff without the time and resources to split the RADD before overloading occurs.

ARRIS RADD Split Services provide tremendous value to operators who need to optimize the efficiency of critical network components without the costs of hiring and training staff. Highly skilled and experienced network technicians migrate load-causing equipment and services to a second RADD, ensuring network performance remains high and providing the peace of mind that accompanies the ARRIS reputation for excellence in broadband network management.

## Services Deliverables

Splitting a RADD with minimal system downtime and greatest cost efficiencies requires the coordinated support of ARRIS personnel and customer headend and network personnel. Based on the assumptions and prerequisites noted below, ARRIS RADD Split Services customers can expect:

### **Comprehensive Project Management**

An ARRIS Project Manager will coordinate planning and implementation activities from project kick-off through post-launch support:

- Together with the customer's project management team, create and maintain a project plan
- Create a detailed cutover procedure in accordance with the customer's requirements, identifying roles and responsibilities, expectations, and exit criteria
- Track and report weekly on status and action items
- Identify risk items and mitigation strategies

### **Pre-Split Readiness**

ARRIS personnel will perform all pre-implementation planning and configuration:

- Complete a site survey to assess the site's configuration and network topology, verify that all network interfaces and connectivity are operational, and identify potential issues
- Collect data for the split
- Determine the post-split configuration
- Modify the database as needed for the split on a spare Digital Addressable Controller (DAC)
- Test the split process using a spare RADD on the DAC
- Update the SmartStream Device Manager (SDM) with the new configuration

### **RADD Split Execution**

The ARRIS team will perform all tasks associated with the split:

- Execute the split
- Test the split using a spare RADD on a spare DAC

### **Acceptance Testing and Follow-Up**

- ARRIS personnel will conduct acceptance testing and review the results with the customer

## 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
- ARRIS personnel will have the required access to customer resources, including the RADD, DAC, billing and other systems as appropriate, and headend components
- 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

The customer will:

- Provide a list of contacts, including the technical leads, for each critical department
- Ensure that the site is ready and all equipment required for the split is racked and cabled
- Provide all project-related documentation, including network configuration data, network diagrams, a sources and services report, and all requested information concerning the current and post-split RADDs
- Provide all of the hardware and software needed for testing and implementing the split
- Support all post-split testing of digital STBs, data providers, queuing devices, headend equipment, etc.

## RADD Split Services

To order these services, contact your sales representative.

### ORDERING INFORMATION

Part Number	Description
476666-045-00	RADD Split Services (includes one existing RADD and up to two new RADDs at one location)

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