

Services Reporting

ARRIS Global Services

Critical Information in Easy-To-Read Reports

The success of your business depends on making the right decisions about your content delivery networks. You simply cannot make those decisions without solid, dependable information. That's why the ARRIS Performance Reporting Solution is an essential business tool.

ARRIS has unsurpassed expertise in designing, managing, and reporting on digital video and high speed data networks. No one is more qualified to provide the information you need. You can choose specific reports from the Performance Reporting Solution and ARRIS will deliver them based on a schedule that suits your business needs.

ARRIS can provide the following essential reports:

Real Set-tops in DAC (RSID) Summary Report

This report provides you with a detailed list of STBs by Model, Unit Address, Serial Number, status (activated on-plant status), hard drive size, CNR count and DVR count for each type of STB in the DAC database.

RSID Report Benefits

You can use the ARRIS RSID Report to achieve:

- STB monetization – By using the report to find and eliminate STB serial number discrepancies between the DAC 6000 and Billing System, you can recover STBs incorrectly thought to be inactive and return them to revenue generating status.
- CapEx planning – By understanding the population of deployed STB models, you can determine how many new STBs to deploy supporting new features such as Multi-Room DVR or MPEG-4.
- OpEx planning – You can make repair vs. purchase cost modeling decisions based on the age of returned STBs and their warranty status.



- Improved performance – Over time, STBs are added, modified, and deleted manually from the digital video network. As a result, the virtual elements in the DAC 6000 database may not match the quantities that are physically deployed in the field. These orphaned elements can result in unnecessary memory, hard drive, and CPU utilization, as well as needless OAM&P and ALOHA communication. The result is sub-optimal system performance. Removing unnecessary STBs from your DAC 6000 database improves system performance, such as faster STB code download and shorter purchase polls.

- Improved inventory accuracy – Occasionally, your data entry personnel may incorrectly enter STB model numbers or return path types. As a result, your DAC 6000 database alone may not provide you with an accurate report on your population of STB types. By comparing your DAC 6000 database against the ARRIS warranty database, we can provide you with an accurate report on the quantity and type of STBs deployed. The RSID report also tracks STBs with installed CableCARDS, allowing you to accurately track STB hosts such as the DCH and DCX product lines.

Channel Map Report

This report details the channel map information in your DAC 6000. It provides a detailed list of services by Virtual Channel Number, Virtual Channel Map (VCM), VCM Handle, Headend, Source ID, Source Name, Provider, and EIA channel.

Channel Map Report Benefits

OpEx reduction – The ARRIS Channel Map Report can help you manage the vast array of channels and channel maps you use to serve your customers in various headends. The channel map report can eliminate the need to maintain manually updated spreadsheets with channel map information by replacing it with a report pulled directly from the DAC 6000.

Inventory Report

This report lists products on the OAM&P network, indicating active headend devices by Site Name, Product Line, Model, Software version and Count of each product.

Inventory Report Benefits

The ARRIS Inventory Report can help you achieve the following:

- CapEx planning – By understanding the population of deployed headend devices, you can determine how many new devices you need to support a new feature such as DTA encryption, which is not supported by the IRT or MPS.
- OpEx reduction and improved performance – Firmware updates can eliminate errors and improve the performance of headend devices. By understanding which devices have older firmware versions, you can plan for and migrate to the latest firmware versions on all headend equipment, which can potentially eliminate the OpEx associated with troubleshooting known and resolved software, performance, and compatibility issues.

DAC/NC Set-top (STB) Delta Report

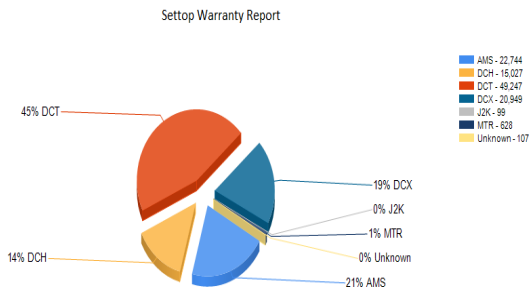
This report captures STBs that have not been recognized in the DAC database but captured in the Network Controller (NC).

DAC/NC Set-top (STB) Delta Report Benefits

- This information can be used to clear STBs that may not have been properly authorized. The report will detail the STB unit address, terminal ID, STB IP address, last response date, NC IP address, Interactive DSID, and Interactive USID.
- OpEx reduction and improved performance – By removing the old STBs or STBs that have not been properly authorized, the site can decide which boxes can be addressed to better help revenue streams from accounts that need to be updated with the correct authorizations.

Set-top (STB) Warranty Report

The STB Warranty report provides a pie chart that illustrates quantities and percentages of the STBs in the DAC database. The warranty report includes the STB model number, part number, on plant count, count of STBs for each model, suggested replacement, identifies which STBs are end of life (EOL) and which are out of warranty. A sample of the report is seen below.



Set-top (STB) Warranty Report Benefits

The STB report will allow the site to quickly assess the type of STBs deployed at a site and determine if new boxes will need to be purchased.

- CapEx planning – Capturing the set-top box breakout is essential for determining which set-tops should be replaced in the coming year to stay current with market trends and customer demands.

Customer Report/Plant Report

These two reports provide a snapshot of DAC and RADD hardware and software information. Items included in these reports for the DAC and RADD are the hardware versions, serial numbers, OS version, IP addresses, and OS patches. The report also features additional details for the DAC including OS kernel, OS release, sybase version, and database version, patches, RPMs, and modulation format.

Customer Report/Plant Report Benefits

The Plant Report will allow the customer to determine the hardware and software versions while taking a deeper dive to assess the OS, kernels, patches, etc that are currently deployed at the site.

- CapEx planning – Knowing the hardware and software platforms of the DAC and RADD at your site will allow for budgeting to take place so upgrades can be completed in the event future technological upgrades are required.

DAC EAS Report

The DAC EAS report will allow the site to determine which type of EAS methodology is being employed (digital, analog) and measure against the site policy.

DAC EAS Report Benefits

This is especially helpful for internal and external audits.

- OpEx reduction and improved performance – By knowing the EAS status, the site can be better prepared for internal and external audits of the site and will not be penalized for being out of either an internal or external specification.

Custom Reports

ARRIS also offers Custom Reporting Services based on your specific needs.

Remote Report Pricing (per-report type)

One-time delivery \$500 per site, per report
Recurring report Depends on the reports, frequency, etc

Remote Report Deliverables

ARRIS will deliver the reports to you at the interval purchased (quarterly, monthly, weekly, daily) via FTP to a location of your choosing as most of these reports are .csv files that exceed the file size that is reasonable for e-mail transmission.

Prerequisites

An ARRIS sales representative will work with you to determine the type, quantity, and frequency of report to be delivered. ARRIS runs the Performance Reporting Solution on ARRIS equipment in your headend via Support Gateway (SGW) and delivers the reports to you electronically. Your site(s) requesting reports must have both DAC6000 and the EPS (EndPoint Server), which is a component of Support Gateway, and allow ARRIS access to both.

You will access the reports electronically via the agreed upon delivery mechanism and, where applicable, provide FTP login access to a server capable of and with sufficient space for receiving large files.

You will establish a means to import and process the .csv file data for analysis and reporting purposes.

If you require customized changes to a given report, ARRIS will provide a quotation for your defined requirements.

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.

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