

Solution Operations

Global Services

FEATURES

- Operations Support
- Operations Project Delivery
- Solution Maintenance
- System Monitoring
- Capacity Planning
- Change Requests
- Custom Reporting
- Inventory Tracking
- Systems Administration



SERVICES OVERVIEW

Large operators, worldwide, face a push to monetize their investments in content and next-generation delivery platforms while maintaining existing platforms. Market share depends on rapid deployments and responsiveness to concerns from customers, regulators and partners regarding the new platforms. Smaller providers are focused on extending their market reach on legacy platforms and extending their market capitalization by maximizing access to content and services with minimum disruption to existing customers.

In both cases there is a challenge to maintain a high level of responsiveness while adding new responsibilities to existing Engineering, Operations, IT and QA organizations. At the same time the need for competitive pricing drives the search for efficiencies and synergies so that Operational Expenditures rise at a lower rate than the new responsibilities taken on.

ARRIS's Solution Operations capability provides a framework of services that enable network operations teams to optimize their Operational Expenditures when planning for long-term ownership of complex solutions. The team has experience assisting with the operation and maintenance of IPTV, OTT, CMTS, and Wi-Fi solutions. The Solution Operations framework allows for the combination of staff augmentation, maintenance and/or software or system deliverables, as needed to best complement our clients' internal planning for each engagement.

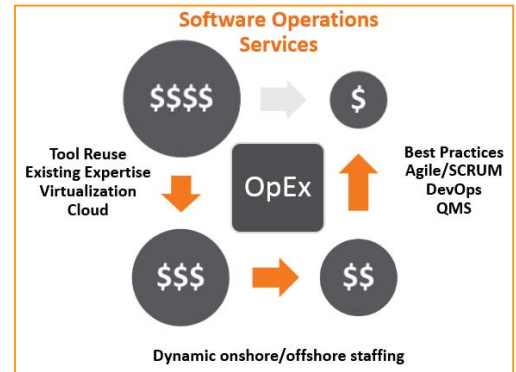
Global Services Solution Operations Capabilities

The Solution Operations capability focuses on delivering the highest levels of operational responsiveness while driving cost efficiency and ensuring coverage. It achieves this by dynamically allocating local and offshore resources, by utilizing existing tools and virtualized/cloud systems, and by applying the right best practices to each engagement based on lessons learned in the market space, including Agile/SCRUM, DevOps, QMS. The result is optimized operating expenses for long term ownership and operation of an operators solution.

The organization specializes in Element and Network Management Systems, Operations and Business Support Systems, Video Workflow and Content Management Systems, with significant knowledge in the area of Video Encryption. The team has an international track record of long term support, with superior results for operator solutions – drawing on the considerable expertise that ARRIS has developed in all market spaces in which it has a presence.

The Solution Operations capability has access to dedicated and contingency staffing in North America, India and Europe. Team members hold certifications in ITIL, TL9000, SCRUM, MCTS, Network+, Security+ and Skyline DataMiner.

In addition to an archive of video workflow, test automation, and monitoring scripts that can be quickly deployed, the Solution Operations capability maintains fully operational environments for SCRUM and DevOps that can be extended for new projects through the use of cloud and virtualization and include access to: PSA, JIRA, Sharepoint, Jenkins, Splunk, Crucible/Fisheye, Confluence, SVN and Mingle.



DOCSIS Network Operations Center

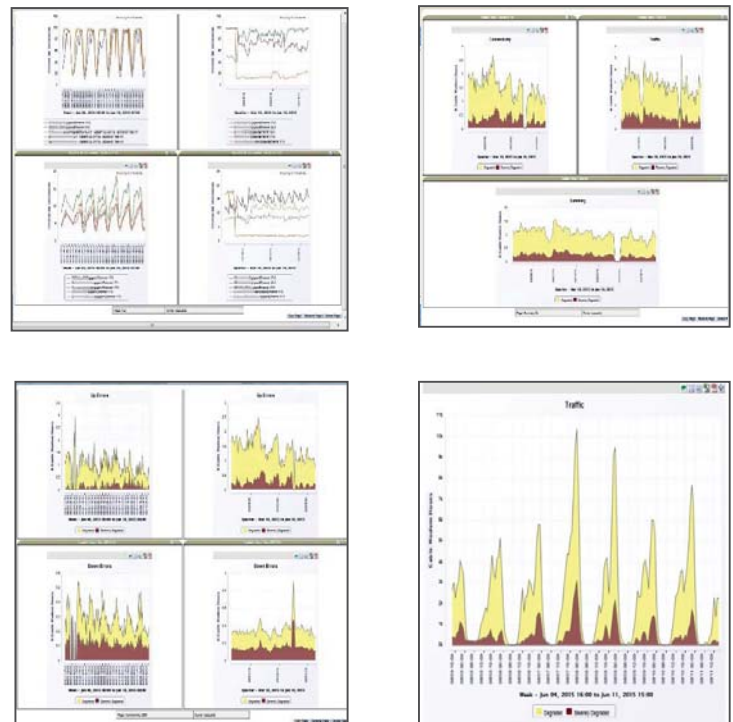
NBN is building out a brand-new, nationwide, HFC network in Australia and turned to ARRIS to help architect its Network Operations Center for CMTS operations.

ARRIS Solution Operations Services:

- Delivery of Business Process Recommendations
- Project Management – NOC, Assurance, HFC Operations
- Technical writers, T2 and T3 NOC resources

Results:

- NBN Co. was able to start and complete its HFC trial on time scoring 3rd highest HFC speeds worldwide.
- Full HFC deployment ongoing in 2016.



Sample DOCSIS NOC Management Screens

Service Provider Wi-Fi

Suddenlink chose an ARRIS-hosted Service Provider Wi-Fi solution to provide Wi-Fi to Multiple Dwelling Unit (MDU) operators in its markets. As part of this solution ARRIS provided a Network Management System designed to support a multi-tenant environment.

ARRIS Solution Operations Services:

- Operations Support for Public Wi-Fi, Hospitality Wi-Fi and Multi-Dwelling Unit Wi-Fi
- Fulfilled requirements for alarming, monitoring and reporting
- Support and maintenance for a custom NMS solution based on Skyline DataMiner
- Manage, store and display all data coming from the solution
- Tools for NOC operators, support engineers, service providers and property owners
- Documented and executed onboarding procedures for new properties

Results:

- In less than one year the system grew to manage in excess of 1500 Access Points and over 150 switches across 15 sites

Multiscreen Content

A large, national operator needed a content management system for VOD, EST, SVOD and Ad-Support FVOD content, delivered across multiple storefronts support multi-screen users.

ARRIS Solution Operations Services:

- Solution Support & Maintenance including ARRIS & 3rd party vendors
- Operations Support and Monitoring with Onshore and Offshore Staff Augmentation
- Content generation engagements

Results:

- First commercial EST deployment
- IP&TV Industry Awards 2011 - Best IP Workflow Solution or Implementation for TV Award
- Content generation for more than 10 platforms redistributed over five storefronts
- Onboarded in excess of 100 content providers and generated a library of more than 100,000 titles
- Maintained Solution Operations engagements for more than five years, ongoing.

CUSTOMER CARE

Contact Customer Care for product information and sales:

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