

Systems Engineering Services

ARRIS Global Services

FEATURES

- Consultation & Design
- Engineering Services & Lab Hosting
- Integration & Configuration
- Proof of Concepts & Operationalization
- Solution Lifecycle Management
- Procedures & Training
- Level 4 Solution Support
- Multi Vendor options



SERVICES OVERVIEW

Service providers today face increasingly high subscriber expectations requiring increasingly complex operational capabilities. Meanwhile, the competitive environment demands a rapid response to new challenges and opportunities. Often the solution requires integration of existing equipment, multiple vendors and customizing the customers configuration, with a goal to improve the user experience. Often the expertise, equipment or lab facility to provide this integration is not available within the service provider's operations. Many service providers do not want to increase their budget year after year to accommodate a lab facility they will only use partially throughout the year. Our multiple lab threads can be reconfigured to accommodate your environment, host your particular instance or to test new procedures, without risk to your environment.

The ARRIS Global Services Systems Engineering team has experience specific to the service provider industry, with projects successfully delivered for cable, IPTV, OTT and Wi-Fi operators. Turn to ARRIS for System Integration, configuration, Low Level Design, consultation, staff augmentation, lab facility augmentation and hosting along with Level 4 support. ARRIS has delivered successful projects in the areas of Video Workflow Automation, Multi-screen portals, OSS/BSS and Assurance systems, Network Management tools, Analytics and Business Intelligence. Call on our Systems Engineering team to deliver end-to-end solution integrations and configuration, technical hands on training, expert consultation and design planning, all to solve complex solution integration projects.



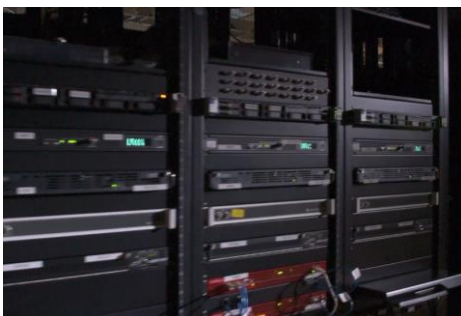
ARRIS's Systems Engineering team is unique in that it provides a cohesive lab ecosystem which can be interfaced with multiple technologies. Our lab environment allows for combinations of current and legacy technologies from a variety of vendors to match your migration/integration needs. Our Subject Matter Experts/System Engineers provide the expert consultation and detailed design, to determine "golden configurations" against which to establish standards, and perform the design, integration, and validation of our customer's requirements. Our Solution validation and trouble shooting is conducted by our ISTQB certified test engineers.

Procedures, processes, test results, interconnections and configuration charts are written by our Technical Writers using standard templates and are managed in our TL9000 certified document control system, to maintain consistent predictable results. All projects/programs are managed by our certified PMP's, who will identify the correct life cycle methodology for your application whether concurrent engineering, Agile, Scrum or DevOps or other programs. Our lab offers dynamic remote access for customers, outside testers, as well as internal resources for remote testing or to observe the functional testing results. Best practices are followed to alleviate risks, minimize lab cost, ensure a high performance next generation deployment and on time delivery to our customer.

Mission

The mission of the Systems Engineering team is to provide exceptional technical resources, lab facilities and solutions to our customers, mitigating risk to their environment while delivering the most efficient implementation, level 4 support, and management of their solution.

Consult



Design



Integrate



CUSTOMER CARE

Contact Customer Care for product information and sales:

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