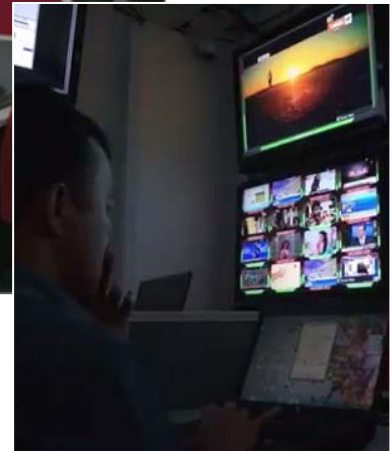


# Network Operations Center Services

## ARRIS Global Services

### SERVICE HIGHLIGHTS:

- Analysis, Design and Planning Services
- Deployment Services
- Operational Services
- NOC Staffing Services



### SERVICE OVERVIEW:

ARRIS has the technical competence and the commercial experience to design, build and run Network Operations Centers (NOCs) for video and data network monitoring.

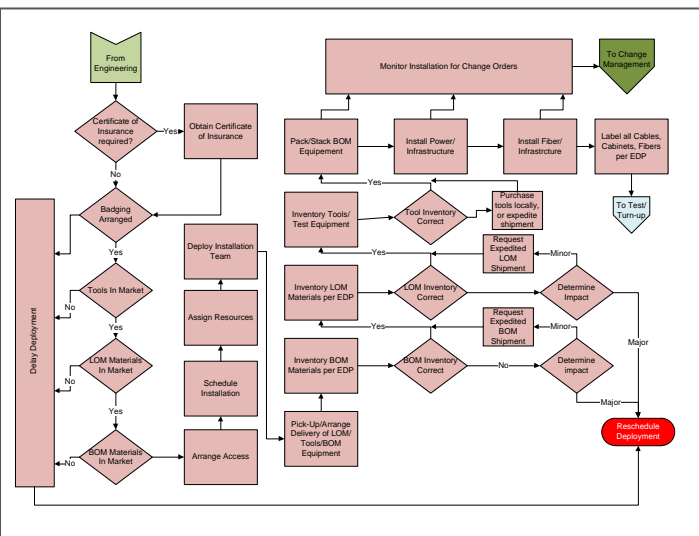
---

**Analysis, Design and Planning Services**

The ARRIS Global Services organization offers expertise in program management, consulting, solutions implementation and solution management to empower customers to expand, streamline and optimize their operational services, processes, and organization. Through dedicated and certified resources, ARRIS uses a proven five-phase approach to manage project success: Assess, Plan, Engineering and Design, Implement / Install and Maintain / Sustain in either an end-to-end or an “a-la-carte” approach.

ARRIS-designed Network Operations Center solutions allow NOC personnel to perform monitoring by exception where the system will report alarms as they are detected, and provide the means to rapidly diagnose the source and extent of the errors through meaningful depictions of the infrastructure. Best of breed software and hardware from both ARRIS and 3<sup>rd</sup> party vendors is used to collect data over SNMP and from active probes located throughout the network to create an end-to-end monitoring solution for video and data.

The solution is designed to incorporate the customer’s quality and operational requirements and to integrate into the customer’s existing back office monitoring and alarming systems. High level and low level design documentation is provided to enable rapid deployment.



**Deployment Services**

ARRIS Global Services offers worldwide end-to-end deployment services that are tailored to the requirements of each operator’s unique local requirements and are staffed by personnel with domestic and international deployment experience.

**Facility Build Out**

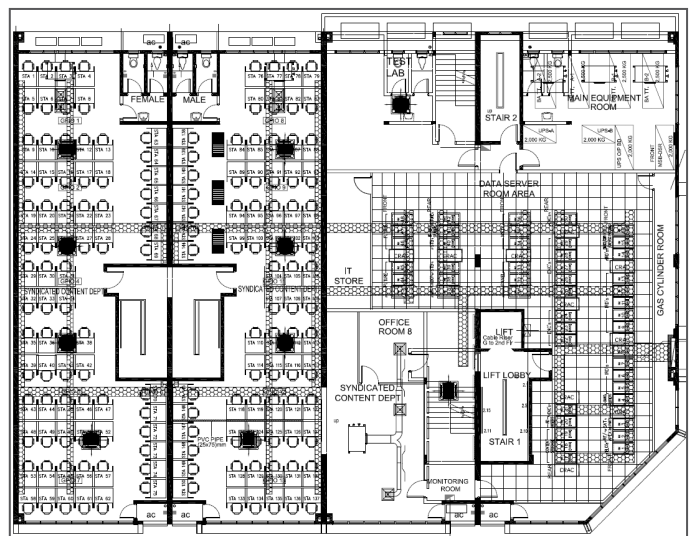
- Floor Plan and Shop drawings
- Detailed CAD, BOM and Installation MOPS
- Computer Floor and Rack installation
- Access and Security infrastructure
- Electrical/Power distribution
- Fire Suppression
- HVAC

**Solution Installation**

- 3<sup>rd</sup> Party Hardware and Software installation
- Service Turn up
- Functional, Performance and SLA validation
- Migration and Decommissioning of legacy solutions

**Program Management**

- Materials and Logistics management
- Single point of contact for deployment issues
- Ensuring that quality, schedule and budgetary objectives are met
- Coordinating vendor activities as required

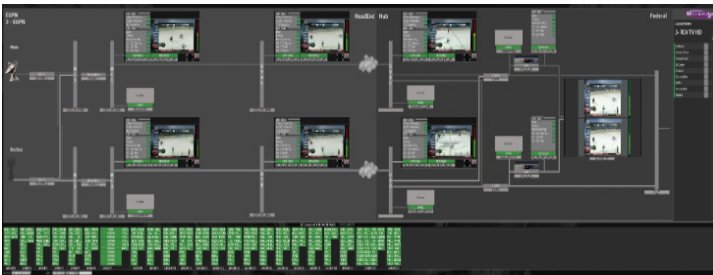


## Operational Services

Once the NOC is launched ARRIS offers a host of ongoing operational services to assist the customer in maintaining the solution.

- **Program Management Services** with:
  - Weekly reviews to review and analyse service issues, root cause and remedial planning.
  - Quarterly reviews to address forward planning, service changes, capacity and performance considerations.
- **Training and Mentoring programs** to assist the customer in the operations, monitoring and analytic aspects of the NOC.
- **Network Audit and Optimization Services** – Assessment of existing network performance/growth and recommended upgrade approach.
- **Technology Evolution Services** - Strategy and planning to migrate network infrastructure to support long-term technical innovation.
- **Business Process Optimization Services** - Recommendations to improve cost and performance of key business processes.

Our consulting services include operational, technical and strategic areas, which are based on a holistic approach that helps operators remain competitive in today’s rapidly changing technology environment.



## NOC Staffing Services

ARRIS staffing services provide 24x7 365 day onsite NOC monitoring coverage backed up by ARRIS’s round the clock technical support organization.

The NOC staff are trained in video and network management and fully certified in the relevant 3<sup>rd</sup> party software and hardware systems used in the NOC. Site specific troubleshooting guides, training and documentation are also provided.

### Customer Value

**Minimize Costs by Leveraging ARRIS Expertise and Experience** in video and data network design, deployment and management.

**Accelerate Time to Market** for new services and upgrades.

**Increase Customer Loyalty** through improved quality of service.

### Why ARRIS Global Services?

**Multi-technology experience that is unique in the industry:**

ARRIS has designed, delivered, and optimized end-to-end video and data 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.

©ARRIS Enterprises, Inc. 2015 All rights reserved. No part of this publication may be reproduced in any form or by any means or used to make any derivative work (such as translation, transformation, or adaptation) without written permission from ARRIS Enterprises, Inc. (“ARRIS”). ARRIS reserves the right to revise this publication and to make changes in content from time to time without obligation on the part of ARRIS to provide notification of such revision or change. ARRIS and the ARRIS logo are all trademarks of ARRIS Enterprises, Inc. Other trademarks and trade names may be used in this document to refer to either the entities claiming the marks and the names of their products. ARRIS disclaims proprietary interest in the marks and names of others.

**Note:** Specifications are subject to change without notice.

©ARRIS Enterprises, Inc. 2015 All rights reserved. No part of this publication may be reproduced