

Programmer Services

ARRIS Global Services



SERVICE OVERVIEW:

At ARRIS, we provide more than just outstanding technology and solutions. Partnering with us means you'll have access to the expertise and technical skill sets necessary to help execute your project. With the longest heritage and deepest video, DOCSIS and IP networking experience in the industry, ARRIS Global Services is pre-eminently qualified to help Programmer from Planning to Operations.

ARRIS Global Services offers a variety of services for Programmers from planning to design to implementation and operations. Contact your ARRIS sales representative for more information.

Professional Services and System Integration Services

Modular Uplink Design and Documentation - This service provides detailed system configuration settings for install and turn-up of new and reconfigured modular uplink system deployments. Documented via a Modular Configuration Document (MCD), this configuration information is used by on-site staff to ensure successful systems installs.

Network Design and Documentation - This service provides detailed wiring diagrams and rack elevations of existing system. Signal Flow and wiring diagrams will be generated based on programmer data, as well as data collected by ARRIS. The current network architecture of IP scheme, Subnet-mask and Gateway will be added and provided in as-built.

Pre-Pack - ARRIS provides customized wiring and rack installation services for pre-packaging of modular system equipment before shipment, as required by the programmer.

Installation and Upgrades - On-site installation of new systems, modular system upgrades, system expansions and system reconfiguration to include equipment reconfiguration, IRD Database clean up, and IRD porting.

Loaner Modular Systems - Loaner systems can be provided for temporary use on-air while production hardware is being upgraded.

System Validation Services - ARRIS provides custom Methods-of-Procedures (MOPs) that allow programmers to efficiently integrate products such as encoders, multiplexors and network controllers onto their network with minimal to no interruption. All the development and testing is done in a controlled environment with specific customer configurations, as needed, prior to deployment of the solutions to allow effective installation and shorter maintenance windows. Validation can be performed either at ARRIS or at the customer site.

Multi-Platform Automation Backup System - The ARRIS Multi-Platform Automated Backup Service (MABS) provides an automated approach to back up BNC Modular systems. It's quick, reliable, and replaces your dependency on tapes, which must be physically changed daily and transported to an off-site location for storage.

- **Cost Effective** - reduces operating expenses - eliminate the hassles and risk of tape backups.
- **Reliability** - robust disk backup configured for hard drive redundancy.
- **Assurance** - programmer staff is alerted if scheduled backups did not complete successfully.

IRD Rollout Service (MXchange) - The ARRIS IRDRollout program supplies Programmers with a complete suite of deployment services to upgrade or exchange their affiliate IRD (Integrated Receiver Decoder) population quickly and economically. The program includes IRD Rollout, Transporter Change, Database Clean Up, and Authorized Services. Options include: project management, self and assisted installations, IRD, authorization and centralized database tracking.

System Integration - Your business and operational goals are complex. Our Integration Services can make achieving those goals easier. Our expert team plans, documents and deploys, to your specifications.

Staff Role Descriptions

Staff Augmentation - ARRIS will provide a qualified technician or engineer to assist with special projects or ongoing requirements from wiring to network design. This results in reduced overhead by only staffing up as needed and allows you to focus internal resources on core business priorities.

Field Engineering - ARRIS Field Engineering staff provide expert On-customer-site services, such as equipment installation, validation, reconfiguration, and troubleshooting.

System Engineering - ARRIS System Engineering staff provide design and specification services for modular system deployments and reconfigurations.

Program Management - All projects have their own unique considerations: budget, qualified and available resources, network constraints, performance criteria and technical needs, among other dynamics. With this perspective, ARRIS program management staff apply proven Project Management Institute (PMI) methodologies to successfully complete projects on time and within budget. ARRIS certified and experienced technical professionals, along with our Program Management Office (PMO) approach, supports the customer program through all phases of the project management lifecycle (initiate, plan, execute, manage and close).

Training

Both standardization and customized courses are available. Courses are instructor led both online or in a classroom or web-based. Contact training@arris.com for more information regarding training opportunities and the ARRIS Academy.

Some popular courses are as follows:

- Modular Systems BNC 3.5 Maintenance and Troubleshooting (Instructor)
- Modular Systems BNC 3.5 Database Restore and Server Recovery (Instructor)
- Modular Systems BNC 3.5 Retunes and Blackouts (Instructor)
- DSR100: Digital Satellite Receiver Overview (Web-based)
- DSR201: DSR-4400X Installation and Operation (Web-based)
- DSR202: DSR4400MD Installation and Operation (Web-based)
- DSR203: DSR-6050 Installation, Operations, and Troubleshooting (Web-based)
- DSR204: DSR-6000 Installation and Operation (Web-based)
- DSR206: DSR4440/4460 Installation, Operations, and Troubleshooting (Web-based)
- DSR207: DSR2401 Installation, Operations, and Troubleshooting (Web-based)
- DSR208: Installation, Operations, and Troubleshooting (Web-based)