

ServAssure[®] Advanced

China Market Release 3.8.1



PRODUCT OVERVIEW

ServAssure[®] Advanced is one of the modular offerings in the comprehensive ARRIS ServAssure suite of network and service management solutions designed to manage Cable, HFC and DOCSIS[®] networks. In Release 3.8.1, ServAssure Advanced is specifically designed to provide comprehensive subscriber experience monitoring and management focused on the China Market. The solution includes complete data-collection compatibility with multiple vendors, the ability to transform raw data into meaningful information and allows China broadband service providers to take full control of cable's last mile. ServAssure Advanced allows you can proactively find, assess and manage High Speed Data (HSD) and Voice over Internet Protocol (VoIP) quality on the HFC network in real-time.

Integrated network control and analysis

ServAssure Advanced features a suite of applications that enable broadband service providers to manage and control C-DOCSIS services, bandwidth, and devices on broadband networks while speeding deployment of new IP services. ServAssure Advanced Release 3.8.1 for the China Market includes a bundled package of platform and application software that addresses the challenges you face, enabling you to deploy a solution that meets your specific needs.

The following briefly describes the China market ServAssure Advanced bundled software package:

DataAssure - delivers comprehensive analysis and reporting capabilities to enable efficient isolation and resolution of current or emerging problems.

Topology Light - allows the customer to link subscriber and network data for more advanced proactive and reactive troubleshooting, helping customer service representatives (CSRs) and Technicians pinpoint possible issues and react quickly and accurately to avoid service degradation and outages.

C-DOCSIS - unique to the China market, CMTS Support delivers comprehensive analysis and reporting capabilities to enable efficient isolation and resolution of current or emerging problems for China DOCSIS CMTSs.

VoiceAssure - delivers comprehensive support for Voice over IP services.

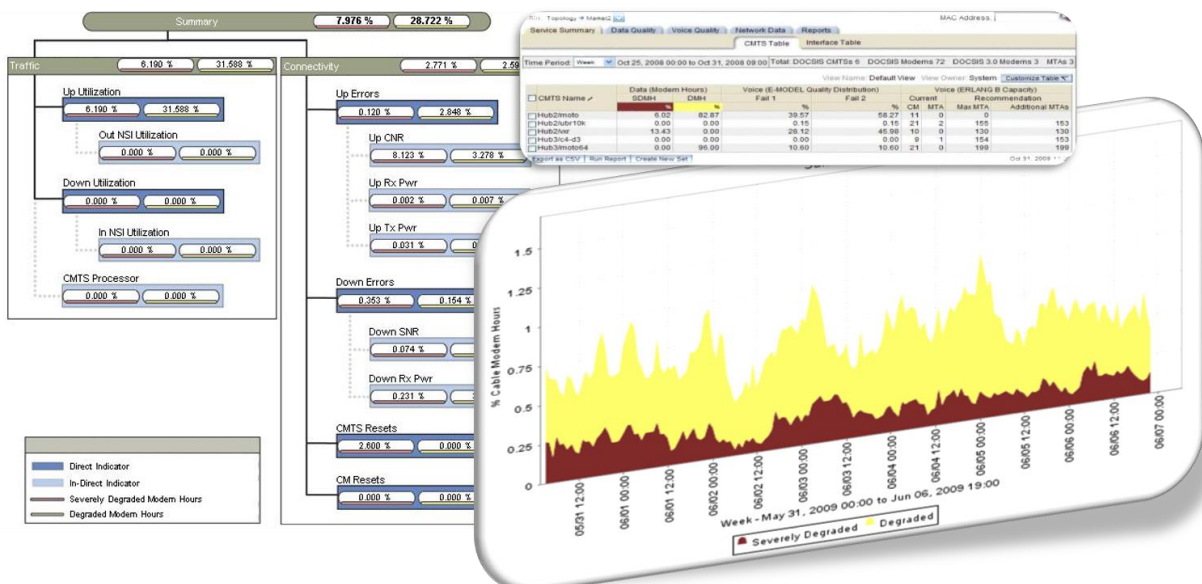
IPDR - specifically addresses the challenge of capturing vital customer-usage information that is critical to consumption based billing with more efficient data polling intervals.

Field Visibility - provides an interface that allows technicians to view and capture the real-time data of the DOCSIS network on a mobile phone. This enables technicians to measure the network quality after each fix and new installation at the subscriber's home before they close out the job. Improves technician performance and the end-user experience.

Web Service Connector - provides an interface that allows you to access performance and fault management data in the DOCSIS network. Both real-time and historical data can be accessed.

Export Connector - provides templates for building customer-specific solutions on top of this product.

Cloned Cable Modem Detection - detects and reports Set Top Boxes (STBs) that are unusually far away from the subscriber's household. This can be related to a subscriber re-renting, leasing, or moving their assigned STB to a different household, all of which are fraudulent uses under typical cable contracts.



FEATURES

- DOCSIS networks through monitoring of network elements (CMTS, CPE, eMTA).
- Provides reports on Quality of Service (QoS), RF performance, theft, and much more.
- Real-time views and action tools are provided to support service troubleshooting and resolution.
- Includes a mobile UI that allows technicians to use their phones to create birth certificates and check service before leaving the subscriber's home.
- Operators have access to their network via web services or in bulk via the database.
- QoS views provide insight into preventative maintenance needs, enabling proactive plant management resulting in increased customer satisfaction, reduction in churn and operating expenses.

BUSINESS VALUE SUMMARY

- Customer experience monitoring for Voice and Data services
- Help reduce the cost and complexity of managing DOCSIS® networks
- Improve customer satisfaction with customer-centric solutions
- Help to solve network monitoring and capacity planning issues
- Enable predictable planning for plant maintenance and growth

CUSTOMER CARE

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