

ServAssure[®] Advanced Performance Management

DOCSIS[®] Network Surveillance and Performance Management for Quality Service, Control and Analysis



PRODUCT OVERVIEW

ServAssure[®] Advanced is one of the modular offerings in the comprehensive ARRIS Access Network Management suite of solutions designed to manage the Cable, HFC and DOCSIS networks. ServAssure Advanced includes complete data-collection compatibility with multiple vendors, and transforms raw data into meaningful information to help you take full control of cable's last mile. In addition, ServAssure Advanced patented "finger-printing" and normalization technology allows you to 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 DOCSIS[®] services, bandwidth, and devices on broadband networks. ServAssure Advanced 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. ServAssure Advanced enables you to provide superior network reliability and serviceability that directly impacts subscriber satisfaction. By providing you with a network and service management solution aimed at consolidating loads of health metrics into meaningful data and presenting expert recommendations that are directly related to factors that represent the customer experience.



Health Summaries for Measuring Customer Experience

ServAssure Advanced correlates and analyzes all traffic and connectivity measurements to create a unique measure of customer experience and service availability represented on a single screen via network health summaries. With these summaries, you can measure network availability based on Degraded Modem Hours (DMH) and Severely Degraded Modem Hours (SDMH). Network health summaries enable you to:

- Quickly identify the most severe problems on the network and detect where the most customers have been impacted for the longest time
- View a user-configurable list of the detected problems and sort on a variety of factors
- Get detailed recommendations in order of least cost or operational impact
- Compare relative performance of markets and hubs

Isolate and Resolve Customer Issues

ServAssure Advanced also provides you with detailed views of the location, configuration, settings, and network performance of any cable modem and MTA on your network. Providing real-time and historical data for the cable modem as well as the interface and CMTS supporting that device, ServAssure Advanced is designed to help you react and escalate quickly, reducing mean-time-to-restore (MTTR) with focused fix agents.

Real-Time Viewing

With real-time viewing, ServAssure Advanced provides an on demand snapshot of the current status of a specific cable modem or MTA, the supporting interfaces, and the CMTS. With this complete view of all the key elements providing service to a particular customer; you now have all the information needed to make sound and informed decisions.

ServAssure Advanced historically enables you to simplify operational tasks by delivering real-time and historical information when and where its needed. Customer experience metrics like Degraded Modem Hours (DMH), Severely Degraded Modem Hours (SDMH) and Mean Opinion Score (MOS) provide a rounded up view into "how services are performing and the level of quality being delivered to customers."

WHY DO SOMETHING DIFFERENT?

- Quality of service and high performance are important; subscribers will churn if dissatisfied
- Operators that don't optimize their network, struggle to get a high return on investment, and end up wasting OPEX and CAPEX

WHY ARRIS?

- Customer Experience measurements
- Solutions for DOCSIS networks and devices
- Increased serviceability and capacity planning
- Modular offering to meet your needs
- ARRIS manages 123 million devices worldwide
- Market leader in network, service assurance



ServAssure Advanced Optional Modules and Connectors

The ServAssure Advanced Platform is a distributed infrastructure comprising of one central Platform Controller and one or more StarNodes. Each StarNode implements services that collect, filter, and analyze information from the CMTSs assigned to the StarNode and from the CPEs supported by the CMTS. The StarNode sends this information to the StarController for storage in its Data Warehouse.

Additionally, ServAssure Advanced includes a variety of optional applications and connectors designed to complement the required platform features and functionality.

VoiceAssure

Offers you complete VoIP service lifecycle management from initial network analysis and optimization to ongoing fault and performance management to capacity planning. Enabling you to view and manage critical health metrics for quality and capacity management of your IP networks and IP telephony-based services. VoiceAssure facilitates quick time to market and efficient management of high value services and is focused on service and service assurance versus traditional network monitoring.

Bandwidth Usage Reporter and Cloned Modem Detection

Control bandwidth consumption and reduce revenue leakage by transparently collecting and accurately identifying all devices on the network, and quickly identifying overactive bandwidth consumers and miss-provisioned unauthorized and cloned devices. Now, you can obtain an instant inventory of the cable modems on your network as well as the associated bandwidth consumption patterns, provisioned class of service, and QoS (Quality of Service) configuration.

ServAssure Advanced quickly identifies and locates the top users on the network with unprecedented accuracy. This reporting functionality can be used to design tiered service offerings and consumption policies that more effectively fill the demand curve and allow for more efficient use of the available capacity.

The Trap Connector

Supports a variety of network connectivity and traffic events and enables you the flexibility to customize event thresholds, state transitions and trap payload parameters.

The Web Services Connector

Streamlines integrations with third party applications by providing an open interface to both real-time and historical data elements provided by the DOCSIS network.

Export Connector

Gain operational efficiencies by using the data extracted by the Export Connector to proactively address possible service, bandwidth, and capacity issues before they affect the end customer. Additionally if you are looking to generate new revenue streams, using the Export Connector in conjunction with Bandwidth, enables you to create new service offerings based on subscriber bandwidth consumption, threshold capabilities, and/or bandwidth on demand.

Comprehensive and Configurable Reporting

ServAssure Advanced comes with out-of-the box reports and graphs to provide you with valuable information on bandwidth issues. Now, you can immediately determine which subscribers are using the most bandwidth during peak hours, locate modems that are in violation of fair-use policy, and more. Because the majority of the reports are configurable, ServAssure Advanced provides you with maximum flexibility to enable you access to the analysis and bandwidth information that is most relevant to your needs.

Software Innovation Delivered

ARRIS leads the broadband market with intelligent network and service assurance solutions. The ARRIS Access Network Management and Home Network Management suite of Customer Experience focused applications provide a variety of offerings designed to reduce CapEx, OpEx and churn; while improving operational efficiencies, productivity and customer satisfaction.

CUSTOMER CARE

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