

ALARM CENTRAL

Your window into improved HFC network service quality

ServAssure® Alarm Central is re-inventing the way Service Providers view and improve customer satisfaction by providing end-to-end visibility into the service delivery chain - across the HFC network.

While many tools are reactionary, Alarm Central preemptively addresses issues that previously went undetected.



Improve Customer Experiences

- Resolve network outages faster
- Proactively resolve network issues before they impact service quality
- Accelerate DOCSIS 3.1 migration by addressing outstanding network quality impairments



Streamline Service Operations

- Streamline service operations
- Reduce wasted residential truck rolls
- Reduce consumer calls associated service issues
- Prioritize alarms with highly configurable thresholds



Speed Problem Resolution

- Reduce mean-time-to-repair (MTTR) through faster and more accurate diagnostics
- Automate the process of identifying, prioritizing and resolving service impairments
- Instantly create field service notifications and schedule trouble calls for critical issues



How Does it Work?

- Constantly collects RF data from DOCSIS devices, including pre-equalization parameters
- Correlates the metrics with HFC Topology information to pinpoint root-cause and affected homes
- Virtual spectrum analyzer provides an easy way to inspect signal performance



To learn more,
visit www.arris.com/products/servassure-alarm-central/