

DAC Split Services

ARRIS Global Services

SERVICE BENEFITS:

Benefits of a DAC Split

Greater efficiency

Balancing the STB load properly across two DACs yields greater operational efficiencies

Targeted servicing

Appropriate grouping of network components such as set-top boxes enables customization of services to key market segments

Higher capacity without capital expenditures

Optimizing use of existing capacity effectively adds bandwidth without costly plant upgrades

Improved scalability

Additional RADDs provide economies of scale for network and services expansion

Simplified reporting



ARRIS DAC Split Services Advantages

Minimum downtime

Low-risk, efficient implementation enables operators to quickly attain the benefits of a DAC split, with minimal service and billing interruptions

Proven experience

In addition to 75 years of video leadership, the expert knowledge of ARRIS, experience, and proven methodology and track record in managing broadband networks provide peace of mind

SERVICE OVERVIEW:

ARRIS DAC Split Services enable broadband services operators to eliminate single points of failure and improve operational efficiencies, lowering costs, enhancing performance, and increasing capacity utilization.

Growth in numbers of subscribers, deployed digital set-top boxes (STBs), and services is good for business—but it can negatively affect operational efficiency and servicing of key market segments when critical network components exceed recommended loads.

One of the components most affected by overloading is the Digital Addressable Controller (DAC). An overloaded DAC can consume bandwidth, degrade network performance, and increase response times, resulting in dissatisfied subscribers and the possibility of loss of revenue.

When a DAC is serving the maximum number of STBs, splitting its functionality across a second DAC yields significant benefits:

- Transferring excess STBs from the existing DAC to an additional DAC improves operational efficiencies system-wide.
- Grouping STBs on two DACs enables operators to more efficiently meet the requirements of key market segments
- Load-balanced DACs optimize network capacity and utilization after hub adds

Often, however, daily network operations leave a broadband services operator's technical staff without the time and resources to perform DAC splits before overloading occurs.

ARRIS DAC Split Services provide tremendous value to operators who need to optimize the efficiency of critical network components without the costs of hiring and training staff. Highly skilled and experienced network technicians ensure that network performance remains high during the transition, providing the peace of mind that accompanies the ARRIS reputation for excellence in broadband network management.

Service Deliverables

Splitting a DAC with minimal system downtime and greatest cost efficiencies requires the coordinated support of ARRIS personnel and customer headend and network personnel. Based on the assumptions and prerequisites noted below, ARRIS DAC Split Services customers can expect:

Comprehensive Project Management

An ARRIS Project Manager will coordinate planning and implementation activities from project kick-off through post-launch support:

- Together with the customer's project management team, create and maintain a project plan
- Create a detailed cutover procedure in accordance with the customer's requirements, identifying roles and responsibilities, expectations, and exit criteria
- Track and report weekly on status and action items
- Identify risk items and mitigation strategies

Pre-Split Readiness

ARRIS personnel will perform all pre-implementation planning and configuration:

- Complete a site survey to assess the site's configuration and network topology, verify that all network interfaces and connectivity are operational, and identify potential issues
- Provide input to, review, and approve the customer's design for the new DAC and Remote Addressable DANIS/DLS (RADD) configurations
- Configure the new DAC and RADD for the test environment
- Configure the new Key List Server associated with the new DAC
- Correct any database inconsistencies that would prevent the split from occurring on the live DAC
- Perform initial testing

DAC Split Execution

The ARRIS team will perform all tasks associated with the split:

- Reconfigure the DACs and RADDs
- Monitor the new configurations to verify functionality
- Update the SmartStream Device Manager (SDM) with the new configuration

Acceptance Testing and Follow-Up

ARRIS personnel will conduct acceptance testing and review the results with the customer.

Assumptions and Prerequisites

The following list is not intended to be exhaustive. ARRIS will inform the customer of any additional customer responsibilities necessary for the performance of the service.

Assumptions

- ARRIS and the customer will provide a single point of contact for the project.
- ARRIS personnel will have the required access to customer resources, including the DAC, RADD, billing and other systems as appropriate, and headend components.
- Customer resources will be available on a timely basis.
- Issues that are outside the scope of the deliverables described above will be handled through normal escalation methods.

Customer Prerequisites

- Ensure that any new video-on-demand (VOD) system is installed and operational, or that the VOD system is segregated to communicate with both DACs
- Ensure that the site is ready, and that all required equipment is installed and cabled
- Provide all project-related documentation, including IP addresses, channel maps, network diagrams, and a sources and services report
- Ensure that the billing system can match digital STBs to their designated DAC after the split
- Coordinate billing system support for the duration of the split
- Ensure that all required downloads are complete

DAC Split Services

To order these services, contact your sales representative.

ORDERING INFORMATION

Part Number	Description
476666-044-00	DAC Split Services (includes moving STBs from one existing DAC to one new DAC)

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