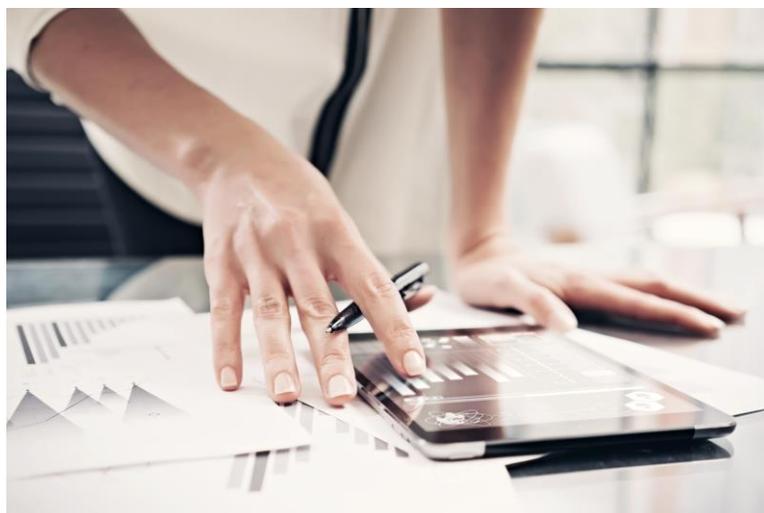


# Managed Business Networks

## Service Provider Solutions

### SOLUTION HIGHLIGHTS

- Multi-vertical network solution
- Processes, systems, people
- Hosted options
- Pay as you grow
- Driven by best practices



### SOLUTION OVERVIEW

Service Providers can capitalize on the trend toward businesses contracting out the management and maintenance of their IT infrastructure by offering a Managed Network solution. This allows these businesses to focus more fully on their core missions. Meanwhile, the Service Provider takes responsibility for the network, applies best practices and gives the business client the ability to pay for their network as it grows.

ARRIS's Managed Networks enable Service Providers to offer uniquely differentiated solutions to their customers in vertical markets such as SMB, enterprise, MDU, mixed use, hospitality and venues.

The building blocks of ARRIS Managed Networks are:

Processes: Best practices learned from supporting hundreds of networks worldwide.

Systems: Core network hosting and state of the art tools for device onboarding, portals, dashboard, order management, trouble ticketing, network management and other critical functions.

People: Experts with dozens of years' experience operating networks.

ARRIS Managed Network solutions allow Service Providers to get to market faster and reduce the capital investment and expertise required to offer services to meet the needs of their business customers.

Managed Networks from ARRIS give Service Providers the freedom to focus on strategic priorities, while ARRIS handles day-to-day operations of a portion of their network.

**Network Performance** – The Service Provider avoids obsolescence risk because ARRIS ensures that network performance is optimal and makes the necessary investment to ensure the solution is up to date.

**Pay-As-You-Grow** – The Service Provider can match investment to revenue because a significant portion of the cost to build and run the Managed Network is paid for in a monthly recurring fee.

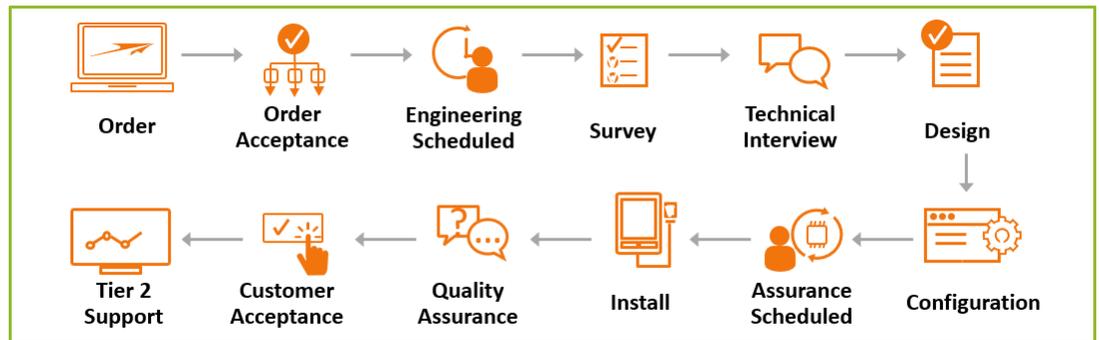
**Best Practices** – The Service Provider benefits from the best strategies, processes and tactics that ARRIS has developed by designing and running networks for decades, for hundreds of operators worldwide

### Typical Business Network IT Requirements and Standard ARRIS Packages

Standard Packages	Wi-Fi Connectivity	Wired Connectivity	Router/Firewall	Content Filtering	Multi-site Connectivity (SD-WAN)	Security Incident & Event Management (SIEM)	Security Operations Center (SOC)
SP Wi-Fi	✓	Optional		Optional			
SP Networking	✓	✓	Basic	Optional			
SP Router/Firewall			Advanced	✓	Optional	Optional	
SP Advanced Networking	✓	✓	Advanced	✓	Optional	✓	Future

### Building Blocks of ARRIS Managed Business Networks

Building a managed network solution takes **people** (who know the Service Providers' business), **processes** (that have been tried and proven and are rigorously applied) and **systems** (researched and chosen as best of breed for each application). All three are brought to bear on every stage of a Managed Network project.



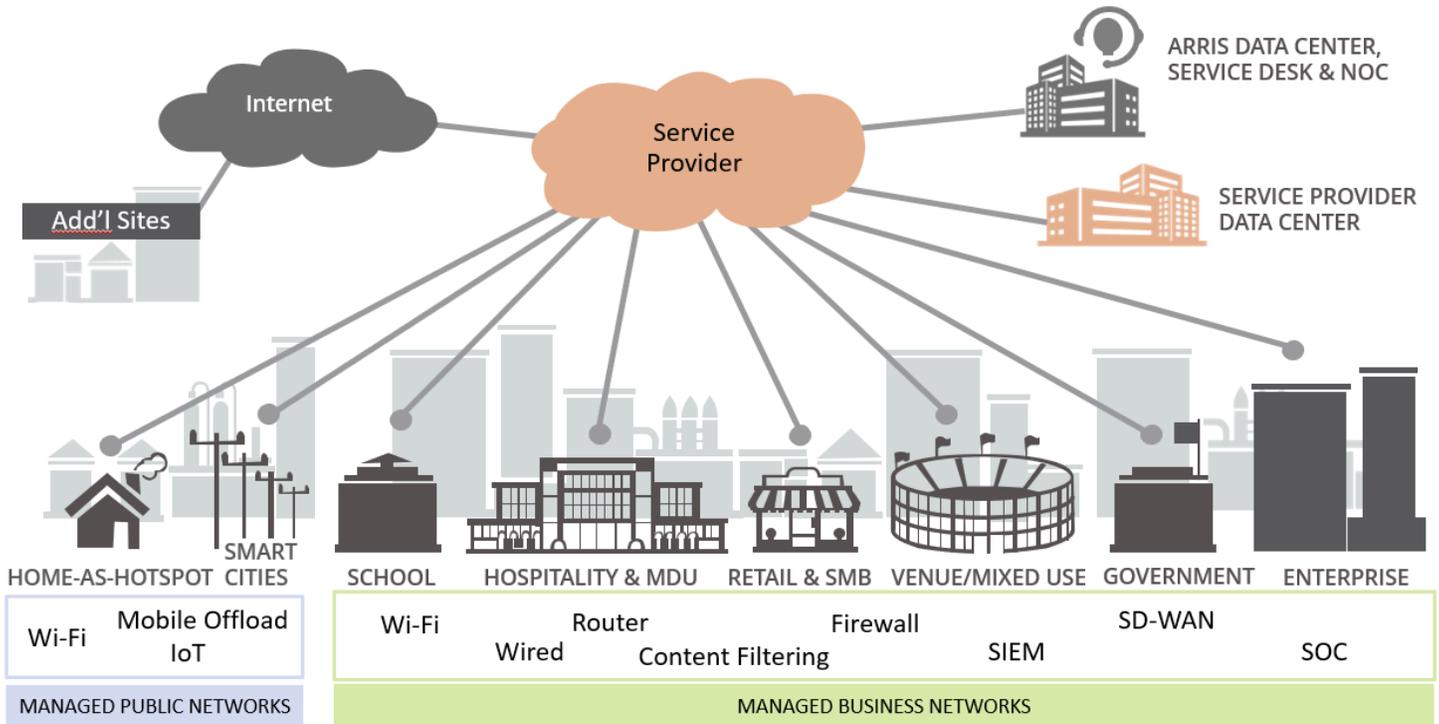
### The Stages of a Managed Network

Get Ready		Implement		Operate	
Pre-Sales Support	Business Planning	Configure Hosted NOC		24/7 NOC Monitoring & Alarming	Tier "X" Support
Offer Development	Order Management	Site Survey	Design	Self-Service Portals	Upgrade Management
Technical Requirements Intake		Installation and Verification		Monthly Trending & Reporting	Configuration Management
Process Definition	Integration	Inventory Management	Customer Acceptance	Moves, Adds, Changes, Deletions	Trouble Ticketing

## Why ARRIS for Managed Networks?

With decades of experience serving cable and telephone Service Providers, ARRIS has the expert personnel, the technology, the established processes and the understanding of the Service Provider business to design and operate new revenue-generating service offerings.

- Existing managed service tools and workflows
- Adaptability of existing tools and systems
- Vendor neutral solutions
- Service Provider focused
- Off-the-shelf or customizable solutions
- Build, operate, transfer option
- Ability to support nationwide footprints
- Track record of scalability
- Rapid launch
- 24/7 NOC capabilities
- Hosting capability
- Ability to integrate with any platform



ARRIS Supports a Variety of Managed Network Use Cases for Multiple Vertical Markets

## Professional Services

- Business case analysis
- Requirements creation
- Construction drawings/BOM
- Field survey
- Site acquisition and entitlement
- Installation and verification
- OSS/BSS integration
- Portal customization
- System Integration
- System validation
- Custom dashboards