

DAC Comms System Analysis Service ARRIS Global Services

SERVICE BENEFITS:

- Improve Operations—Assess what will improve utilization and performance.
- Identify Risk—Identify systems risk and then mitigate based on your plans for the future.
- Prepare for Growth and Change—Use the analysis to determine the most cost effective way to plan for growth and change.



SERVICE OVERVIEW:

The ARRIS DAC Comms System Analysis Service (SAS) assists customers in better understanding the limitations within their existing DAC Comms network, improving its utilization, and preparing for their next stage of network development. The service provides professional assessment and analysis of the customer's DAC Comms network.

The goals of the service include:

1. Collect data relating to the customer's DAC Comms Group (DAC, RADD, NC, OM, RPD), VOD Edge (QAM, GbE), and Node Interface (Tx, Rx) systems.
2. Concisely summarize collected data in the form of a report.
3. Alert customer to occurrences of oversubscription and anomalies within the datasets based on customer criteria with guidance from ARRIS.
4. Provide recommendation to remedy oversubscription and anomaly issues.

ARRIS has the expertise and experience to analyze the customer's DAC Comms network, remedy problems, and plan for future growth.

Service Deliverables

The DAC Comms System Analysis Service execution requires the coordinated support of ARRIS personnel and Customer site DAC and network personnel. Based on the assumptions and prerequisites noted below, ARRIS will deliver:

Comprehensive Project Management

ARRIS will lead project planning, create a master schedule of ARRIS activities, and verify closure of action items.

Data Collection

ARRIS will gather data about the hierarchical relationship and population distribution of DAC Comms, VOD/SDV System Devices, and associated set-tops, and compile it in a Collection Book. An ARRIS Field Engineer visits to confirm all of the configuration data and resolve any questions. The data is carefully compiled into a Collection Book for later extraction to analyze and present in report form. The information is contained in the following worksheets:

- DAC Host Sheet
- Survey Dial-in Sheet
- DAC QuickBuilt Sheet
- Devices Sheet
- SG Relationship Sheet
- Node Relationship Sheet
- Billing Node Relationship Sheet

Criteria Establishment

The Customer, with ARRIS guidance, will establish criteria from which to base system performance. The DAC Comms System Analysis performs a series of conditional analyses on the collected dataset using Customer provided criteria. The criteria are organized by:

- Growth and fill
- Capacity
- Version compatibility

Discrepancy and Oversubscription Reports

The DAC Comms System Analysis performs a series of conditional analyses on the collected dataset using Customer provided criteria. The analysis concisely summarizes the collected data in the form of a report. This report alerts the Customer, by color highlighting cells, to occurrences of oversubscription and other anomalies within the datasets based on criteria of the Customer with guidance from ARRIS. The following reports are included:

- Device Hosts Discrepancies
- SW/ HW Version Discrepancies
- Device Config File Discrepancies
- OverSubscribed Nodes
- OverSubscribed Devices
- OverSubscribed Groups

High Level Results

Based on Customer criteria, gathered data, and analysis performed by ARRIS, ARRIS will present recommendations in the form of a proposal. Implementation of these recommendations will improve performance, generate operational efficiencies, and prepare the sites for future growth and new applications.

Assumptions and Prerequisites

This list of assumptions and prerequisites is not intended to be exhaustive. Prior to the commencement of Services and thereafter, ARRIS will inform the Customer of any additional Customer responsibilities necessary for the performance of the Services.

Assumptions

- ARRIS and the Customer will provide a single point of contact for the project.
- ARRIS will provide services only for the work described above.
Other issues should be handled through normal escalation methods.

Prerequisites

Customer will:

- Provide support resources required for accessing all required equipment locations (headend, downstream plant, return path network, etc.).
- Provide office space and external network access for ARRIS personnel.

ARRIS Global Services Values

Accelerate time to market:

Stay competitive with rapid deployment of new services

Reduce costs:

Contain costs on deployment, integration, and support

Maximize revenue and profits:

Optimize operations, ensure service quality, increase customer loyalty, grow revenue and profit margins

Why ARRIS ?

Multi-technology experience that is unique in the industry:

ARRIS has designed, delivered, and optimized end-to-end network solutions for service providers.

Flexible business model and approach:

ARRIS can build a customized operations solution for virtually any network operations requirement.

World-class support:

ARRIS provides support from committed and highly trained, experienced professionals, complete with state-of-the-art local support centers, test labs, and repair depots.

Voice, Data, and Video Technology leadership:

ARRIS has a wealth of experience and expertise in introducing and operating new technology network systems.

DAC Comms System Analysis Service (SAS)

To order these services, contact your sales representative.

ORDERING INFORMATION

Part Number	Description
476666-094-00	Service to analyze a DAC Comms System with a single DAC and backup at a single location.

IMPORTANT NOTICE: THIS DATA SHEET IS FOR INFORMATION PURPOSES ONLY AND REMAINS SUBJECT TO CHANGE BY ARRIS UNLESS AND UNTIL A FIRM ORDER FOR SERVICES IS ACKNOWLEDGED AND ACCEPTED BY ARRIS SUBJECT TO ARRIS STANDARD TERMS AND CONDITIONS WHICH WOULD FORM THE BASIS OF AGREEMENT BETWEEN THE PARTIES.

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