

# System Readiness Analysis Services

## ARRIS Global Services

### SERVICE BENEFITS:

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



### SERVICE OVERVIEW:

Have ARRIS analyze your system for readiness to deploy new services, increase subscribers, and achieve cost improvements, efficiency, and stability.

The ARRIS System Readiness Analysis gives you a detailed technical evaluation and analysis of your current networks. It consists of a comprehensive report of recommendations addressing growth, new services, and scalability.

For example, depending on your needs, plans, and concerns, the analysis could address:

- Evaluation of the OAM&P network with respect to ARRIS recommendations
- Distribution of set-top boxes in the Downstream and Upstream Plants
- Scalability for new applications, such as Switched Digital Video and VOD expansion
- VOD and/or SDV service group analysis focused on:
  - QAM group
  - Node group
  - Upstream Path alignment with Downstream Plant

ARRIS provides a programmatic, structured analysis of the System by evaluating the Conditional Access Network and the the Downstream and Upstream Plant devices. The Customer will provide the supplemental data required to perform the analysis that ARRIS does not extract. If the Customer cannot provide what's needed, the Customer can hire ARRIS to get the data, or choose not to receive the analysis related to this data.

## Services Deliverables

For the System Readiness Analysis Services, ARRIS will:

1. Meet with the Customer to determine:

- Concerns, issues, and expectations
- Plans for the next six months, next year, two years, three years, etc.
- Define the limits of what is to be analyzed based on the scope of the ARRIS deliverables and the data to be supplied by the customer

2. Collect data on the devices connected to the Conditional Access Network. Examples of data collected include:

**Set-top Communications Group**

- Hierarchical List/ Count — DAC/RADD/NC/OM/RPD AsBuilt
- Confirmed hardware list — InService/ NotInUse/ NotFound
- Set-top distribution across Comms (OAM&P) provided by DAC
- Comparison to billing counts provided
- IP/mask/gateway confirmation
- ini/hst/svc/gtw file capture
- SW/FW version confirmation
- upPath — Service Group Association

**Channel Group — VOD QAM**

- Confirmed list and count of VOD EdgeMod devices
- Make/Models
- IP Addresses for above
- GbE port grouping
- RF ports in service
- Service Group Association
- GbE video transport bundle

**Node Group**

- Confirmed list and count of BC/NC transmitters
- Confirmed list and count of reverse receivers
- Make/Models
- Tx/Rx utilization
- Node — Service Group Association

3. Perform analysis of data collected and supplied by the Customer based input gathered in Item 1.

4. Provide a System Readiness Analysis Report containing key recommendations for mitigations, upgrades, and improvements to the Customer.

The expected duration of this service is six to eight weeks per DAC.

## Assumptions and Prerequisites

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

### Assumptions

ARRIS and the Customer will provide a single point of contact for the project.

- The success of this service deployment requires the timely availability of and access to Customer resources during the course of the engagement.
- ARRIS will provide services only for the work described above. Other issues should be handled through normal escalation methods.
- The following will not be performed under this service, but can be executed under a separate agreement:
  - Trace cables to create “as-builts” of the network
  - Collect data on the IP Network
  - Measure signals within the network.

### Prerequisites

The customer will:

- Provide supplemental data required to perform the analysis that ARRIS does not extract. Specific information will be identified in the startup meetings with the Customer. The type of information required could include, but is not limited to, software versions on OMs, RPDs, and NCs. If a customer cannot provide what’s needed, the customer can hire ARRIS to get the data, or choose not to receive the analysis related to this data.
- Install NPT. If NPT is not installed, additional charges could be incurred to collect data. For more information about NPT, contact your ARRIS sales representative.
- 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 Motorola personnel.

## System Readiness Analysis Services

To order these services, contact your sales representative.

### ORDERING INFORMATION

Part Number	Description
476666-083-00	System Readiness Analysis Services

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.

©ARRIS Enterprises, Inc. 2014 All rights reserved. No part of this publication may be reproduced in any form or by any means or used to make any derivative work (such as translation, transformation, or adaptation) without written permission from ARRIS Enterprises, Inc. (“ARRIS”). ARRIS reserves the right to revise this publication and to make changes in content from time to time without obligation on the part of ARRIS to provide notification of such revision or change. ARRIS and the ARRIS logo are all trademarks of ARRIS Enterprises, Inc. Other trademarks and trade names may be used in this document to refer to either the entities claiming the marks and the names of their products. ARRIS disclaims proprietary interest in the marks and names of others.

©ARRIS Enterprises, Inc. 2014 All rights reserved. No part of this publication may be reproduced