

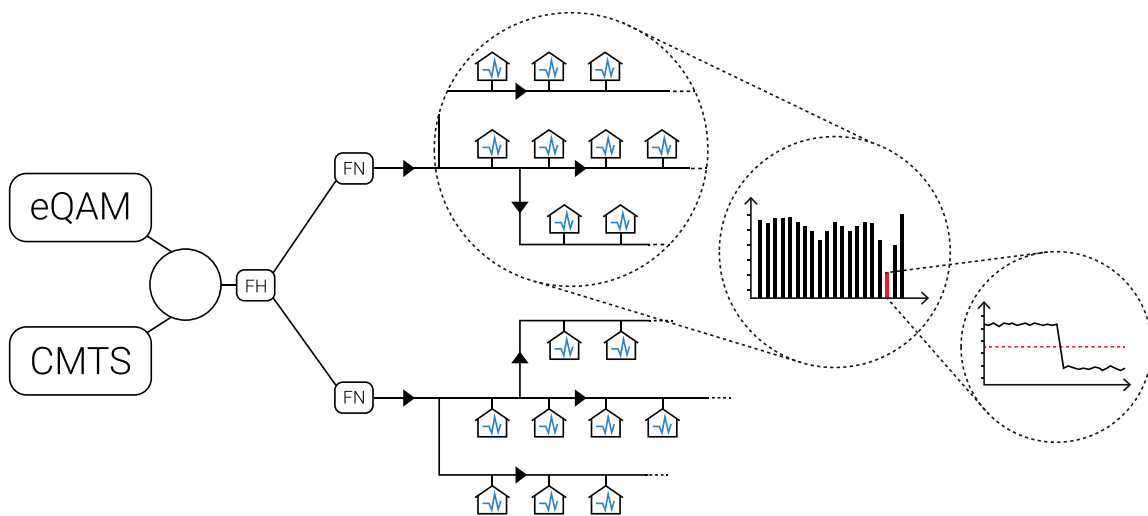


PROACTIVE HFC ASSURANCE

Experience shows that around 70 % of all issues in cable networks stem from issues in the last-mile RF infrastructure. This leads to high operational costs and customer complaints if not addressed at an early stage. By detecting issues early, unnecessary truck rolls can be prevented and costs can be cut.

The last-mile RF domain, which brings the services from the fibre node to the subscriber's home, is the most complicated part of the delivery chain. It's where the majority of issues occur. These range from dampening in cables and mis-tuned amplifiers to disturbances from cellphone traffic and broken or faulty cables. As a lot of these difficulties tend to be local to a specific cable segment, and often to a specific set of frequencies on that segment, finding them before the subscribers notice is quite an achievement.

With the Agama solution, you can automate these processes and monitor and gain an understanding of the complete HFC network. You can see the RF-performance across the network and right into the customers' homes. And you can do trend analysis and have proactive alarms for detecting issues before they affect the users' experience of your service.



By working proactively, however, problems can be identified and remedied before they become apparent, generating substantial savings for cable operators. Direct service costs can be reduced by fixing problems in a planned way during office hours, instead of dispatching emergency repair crews at nights and over the weekend. Reducing the number of customers exposed to technical difficulties also avoids reductions in Net Promoter Score and ultimately reduces churn.

To get the insights above we use data from all households. We collect RF-performance data per MUX from all cable modems and analyze these to understand where in the topology there is a problem. The solution provides both alarms and interactive browsing of the data. This enables early detection of issues and root-cause analysis, before repair crews are dispatched.



About Agama

Agama Technologies specialises in empowering video operators' business processes with awareness that can drastically lower operational costs and improve customer satisfaction. With extensive experience and an industry-leading solution for monitoring, assurance and analytics of video service quality and customer experience, Agama helps operators to implement a data-driven way of working to assure optimal service quality, improve operational efficiency and increase customer understanding.

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