

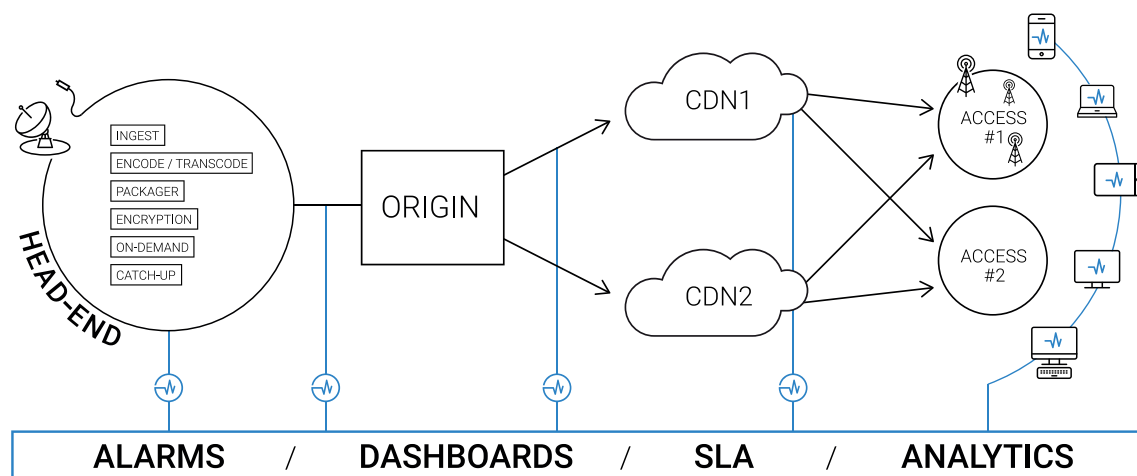


## OTT SERVICE ASSURANCE – END-TO-END

Often, several partners are involved in building up an OTT video service, so how do you get an overview of the entire system? How do you ensure quality across all of the different parts of the delivery chain? Agama's solution answers both of these questions. It provides a complete picture of the whole OTT system, ensuring service quality throughout the video delivery, from the head-end to the end customer's player.

To succeed in this increasingly competitive market, OTT operators must ensure that they always maintain customer satisfaction and optimum operational efficiency. OTT services are typically delivered on unmanaged devices and, in the case of TV Everywhere, on unmanaged networks. This means that multiple partners are often handling different parts of the service delivery chain.

Agama's solution provides a unique end-to-end understanding of all OTT services by creating insights into the entire delivery network: from the head-end, through CDNs and the ISP, to the apps in phones, tablets and Smart TVs. With Agama's top-level dashboards and alarms, video service providers can proactively find and solve issues through a combination of dedicated service monitoring and telemetry received from the customers' apps.



Consequently, when problems occur it can be difficult to find the root cause - is it the service playout, the CDN or the app that is causing the customer dissatisfaction? To solve this problem operators need insights into the complete service delivery chain - from service creation to each individual consumer's devices.

Agama's solution enables service providers to ensure that SLAs are upheld and it increases speed to market while maintaining optimum service performance and customer experience.

## 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.

## Contact

For more information, please contact us on

Telephone: +46 13 240 330

E-mail: [sales@agama.tv](mailto:sales@agama.tv)

Connect with us on Twitter [/agama.tv](#) or  
LinkedIn [/agama-technologies](#)

**[www.agama.tv](http://www.agama.tv)**