

## Three Years of commercial use with Agama in-STB Embedded Monitoring

(LINKÖPING, March 24, 2009) – Agama Technologies celebrates three successful years of commercial deployment of The Agama Embedded Monitoring Solution, a part of Agamas complete end-to-end DTV Monitoring product line. The solution, that deploys QoS/QoE monitoring agents inside the STBs, is today used by operators like Canal Digital and KPN to assure the quality of experience with their end-users.

Continuous embedded monitoring is a key component in true end-to-end quality assurance for digital TV broadcast and VoD services. Real-time knowledge of each customer's experience and the ability to correlate information directly between all STBs and relevant parts of the network has become a must. It enables operators to successfully and cost effectively identify problem sources in the service, reduce support calls and prevent escalations. This makes the Agama EMP solution the choice for operators who prefer to act rather than react.

Canal Digital was one of Agama's early customers and the first to implement end-to-end monitoring with 100% IPTV customer coverage. By means of Agama's Monitoring Solution Canal Digital has improved the customer availability as well as enabled a high level of proactive maintenance, all contributing to very low churn figures. Since then approximately 50 customers has chosen an Agama monitoring solution, including Dutch Tier-1 operator KPN.

Peter Claerhoudt, development unit manager at KPN: *'With the introduction of Agama we are much faster in pin pointing the root cause of problems in our network. We got convinced of the value of Agama during it's evaluation, in that period we noticed once in a while quality degradations in our IPTV deployment, with the use of Agama we immediately found the network segment causing the problem. Agama also give us customers insight in how they experience video quality, we use this for instance to contact those customers who experience the least quality. This helped us in improving the overall quality of our deployment'*

*"We celebrate this three year anniversary with our customers, without whom we would not have been where we are today."* says Mikael Dahlgren, Managing Director of Agama Technologies. *"Canal Digital and KPN are great examples of operators that have successfully used the Embedded Monitoring Solution to their absolute advantage. We are proud to be part of their quest to reach operational excellence in TV service delivery."*

The Agama DTV Monitoring Solution is a complete line of products supporting operators to ensure TV service quality throughout the whole delivery chain, scalable to cover millions of STBs. Powered by Agamas unique multi-metric monitoring and presentation, the solution enables all parts of the operators' organization to take control of service quality – from NOC and customer care to management.

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## **About Canal Digital**

Canal Digital is the leading distributor of TV-services in the Nordic region, distributing TV-signals to more than three million Nordic households. Canal Digital provides more than a hundred TV channels as well as various interactive services via DTH, CATV and IPTV. Canal Digital is a subsidiary of Telenor, one of the world's largest telecom companies. For more information please visit [www.canaldigital.se](http://www.canaldigital.se)

## **About KPN**

KPN is the leading telecommunications and ICT service provider in the Netherlands, offering wireline and wireless telephony, internet and TV to consumers and end-to-end telecom and ICT services to business customers. KPN's subsidiary Getronics operates a global ICT services company with a market leading position in the Benelux, offering end-to-end solutions in infrastructure and network-related IT. In Germany and Belgium, KPN pursues a multi-brand strategy in its wireless operations and holds number three market positions through E-Plus and BASE. KPN provides wholesale network services to third parties and operates an efficient IP-based infrastructure with global scale in international wholesale through iBasis.

At 31 December 2008, KPN served over 38 million customers, of which 31.1 million were in wireless services, 3.9 million in wireline voice, 2.5 million in broadband Internet and 0.8 million in TV. With 25,073 FTEs (36,702 FTEs including Getronics), KPN posted revenues of EUR 14.6bn and an EBITDA of EUR 5.1bn in the period January – December 2008. KPN was incorporated in 1989 and is listed on the Amsterdam Stock Exchange, having delisted from the New York, London and Frankfurt Stock Exchanges in 2008.

## **About Agama Technologies**

Agama Technologies is a trusted name in the new generation of quality assurance solutions for digital TV services. As the first company to provide complete and proven end-to-end, multi-metric monitoring solutions to the market, Agama still continues to pioneer and innovate. Today, more than 50 telcos, broadband operators and TV service providers rely on Agama's solutions to ensure their TV service quality and customer satisfaction.

Agama Technologies AB is based in Linköping, Sweden and is privately held. For more information, please contact [info@agama.tv](mailto:info@agama.tv) or visit [www.agama.tv](http://www.agama.tv).