
IBC Launch of Agama DTV Monitoring Version 3.6 Provides Enhanced Quality Assurance for Cable Operators

Launch of v3.6 includes tailored edge QAM monitoring as part of Agama's solutions to monitor Quality of Service and Experience from the cable head-end to the set-top box

(LINKÖPING, September 7, 2010) – Agama Technologies, the quality assurance expert, today announces that it is to extend its offering to cable operators through the introduction of its Analyzer eQAM product, a key part of the IBC launch of version 3.6 of the Agama DTV Monitoring Solution. The Agama Analyzer eQAM is a tailored monitoring probe for real-time quality assurance of cable TV architectures with edge QAM locations deployments and mixed cable/IP environments.

The Agama DTV Monitoring Solution is a complete solution for automated, 24/7 real-time end-to-end monitoring of live TV and VoD service quality. The Agama solution customized for cable operators includes the following components:

- **Agama Analyzer FLEX** – enables real-time monitoring of DTV service quality throughout the delivery chain. This advanced monitoring solution has been specifically tailored to meet the monitoring and quality assurance requirements of advanced digital cable networks, including detailed analysis within the cable head-end
- **Agama Analyzer eQAM** – launched at IBC2010 to provide real-time quality assurance of cable TV services through and at edge QAM's and for hybrid cable/IP environments
- **Agama Embedded Monitoring** – provides operators with the final link in monitoring service quality for the DTV chain by providing real-time monitoring of quality of experience, quality of service, service usage and system parameters on each and every set-top box
- **Agama Enterprise Server** – the central hub of the Agama DTV Monitoring solution, it centrally correlates and presents monitoring information to provide users and business support systems throughout an operators organization with customised views of the information that they need.

“The Agama solutions enable all cable operator personnel to see both real-time and historic customized views of service and network performance. This data is very powerful, for instance it enables operators to cure faults before they become customer care issues. The combination of data from edge QAM, head-end and set-top box monitoring enables our Enterprise Server to much more easily diagnose faults, so that the operator can act decisively to solve technical issues, reducing cost and increasing customer satisfaction,” says Mikael Dahlgren, CEO, Agama Technologies. “Our solutions are also perfect for hybrid IP/cable networks, as we can monitor both the IP and cable domain, as well as how a service passes from the head-end, through edge QAMs and how it is finally received at the set-top box. This is true end-to-end monitoring, important functionality for cable operators looking to deploy complex hybrid networks.”

New at IBC 2010, The **Agama Analyzer eQAM** provides real-time quality assurance of digital TV services in edge QAM locations and other mixed cable/IPTV environments. It monitors up to 200 channels on one 1G IP interface and two RF interfaces, with full QoS and QoE analysis and comprehensive real-time TR 290 P1, P2 and P3 evaluation. The solution analyzes a large set of technical Quality of Service parameters and persistently classifies their impact on the viewers' Quality of Experience. This enables the tracking of quality for individual services through edge QAM locations and correlation with monitoring throughout the entire delivery chain.



Johan Görsjö, Strategic Product Manager at Agama Technologies, explains: “Traditional monitoring solutions in the cable space have only met parts of the monitoring need. With the new Analyzer eQAM, Agama has created a true end-to-end monitoring solution comprising head-end monitoring with content analysis such as black screen, freeze frame and silence detection; in-home STB monitoring for each and every subscriber and the Analyzer eQAM that monitors on both IP and RF sides of the edge QAM.”

“By having metrics such as full ETSI TR290 P1, P2 and P3 parameters monitored in real-time, for all muxes on a fully loaded gigabit interface, the operator can be confident that even short intermittent problems and deviations are detected. This is not possible with the traditional round-robin approach commonly used for Transport Stream monitoring. Correlated views in the Analyzer eQAM provide direct comparison between the IP input and the RF outputs of the edge QAM. Together with the extensive alarm capabilities and the flexible triggered recording possibilities, the Agama Analyzer eQAM is an ideal component for hybrid cable network operators,” concludes Görsjö.

In addition to the Agama Analyzer eQAM, the **Agama DTV Monitoring Solution** tailored for cable networks also includes the following products:

Agama Analyzer FLEX, the most advanced and versatile of Agama’s monitoring probes, providing cable operators with continuous monitoring of digital TV services. Part of Agama’s complete product line for true end-to-end monitoring, the Analyzer FLEX is ready for customized deployment in cable head-end environments, strategic network locations or even on laptops for portable monitoring in the field. In each case, the information from all deployed locations can be centrally correlated using the Agama Enterprise Server for a complete end-to-end perspective.

In addition to ‘deep packet inspection’ techniques, such as Transport Stream and TR-290 network monitoring, FLEX can be configured for advanced video and audio analysis/monitoring all the way down to black screen, freeze and audio silence level. This powerful functionality makes it much easier for operators deploying FLEX to differentiate between head-end and transport related problems, and by working together with the Analyzer eQAM, this process is made yet more powerful. FLEX can monitor MPEG-2 and MPEG-4 AVC content on 1GbE, 10GbE, DVB-T/C/S and ASI and can be extended through a variety of add-ons and channel packages.

Agama Embedded Monitoring, extends quality assurance to the set-top box, enabling an operator to accurately monitor the delivered quality of service to each and every subscriber. The Agama Embedded Monitoring Probe (Agama EMP) is a lightweight software module in the set-top box which continuously monitors service quality and detects network and STB related problems. With the help of Embedded Monitoring, an operator can improve quality awareness with real-time graphs of end-user delivered quality, reporting, alarms and drill-down functionality. End point quality can be compared with quality in the core network to find problems in distribution, last mile delivery and in-home networks. Customer complaints can be analyzed remotely to reduce expensive truck rolls. The Embedded Monitoring also provides proactive monitoring where service problems can be detected and fixed before they affect a service and before customers start calling in.

The **Agama Enterprise Server**, which offers an overall view of the DTV service quality, all the way from head-end to the customer set-top box, using the data from all deployed Agama Analyzer and Embedded Monitoring probes. By correlating QoE data aggregated from the probes, the Enterprise Server shows the extent of any problem and its position in the distribution chain. The aim of Enterprise Server is to enable issues to be solved before they escalate; existing problems to be solved as quickly and as cost-effectively as possible; as well as providing management with the key performance indicators they need to ensure that their cable infrastructure is performing optimally. By providing advanced correlation and presentation functionality, the Enterprise Server makes it possible to arrange and aggregate the monitoring information from all Agama probes into the same view, giving an unprecedented instantaneous end-to-end overview of the delivered DTV service quality.



Media contacts:

Mikael Dahlgren
CEO, Agama Technologies
mikael.dahlgren@agama.tv
+46 (0)13 240 330

David Bramley
Platform PR
david@platformpr.com
+44 (0)207 486 4900

About Agama Technologies

Agama Technologies provides next generation quality assurance and monitoring solutions for digital TV and video services. As the first company to provide complete and proven end-to-end, multi-metric monitoring solutions, Agama continues to pioneer and innovate. Today, more than 50 telcos, broadband operators and TV service providers rely on Agama's solutions to ensure TV service quality and customer satisfaction.

Agama Technologies AB is based in Linköping, Sweden and is privately held. For more information, please or visit www.agama.tv.

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