

### Agama End-to-End IPTV Monitoring Deployed at Swiss Wholesaler Netstream

(LINKÖPING, June 21, 2011) – [Agama Technologies](#), the DTV quality assurance expert, today announces that Swiss wholesaler [Netstream](#) has deployed Agama's complete end-to-end monitoring solution for its managed IPTV service. The installation enables full control and understanding of the service quality from creation to consumption, supporting Netstream in efficient problem discovery and SLA follow-ups with wholesale partners.

Since 2006, Netstream acts a wholesale provider of a managed IPTV service to the telecommunications industry in Switzerland. With the technical IPTV solution from Netstream, telecom operators are given a tailored opportunity to offer digital television services under their own brand; a reliable option for fast and efficient introduction of competitive and high-quality IPTV services. To ensure this, Netstream has now deployed Agama's DTV Monitoring Solution.

*"Our quality assurance need for our IPTV service was to have a full end-to-end solution, monitoring both the head-end and the customer premises, and of course the distribution network in between,"* says Reto Kasser, CTO, Netstream. *"With Agama's proven solution we could get both the depth and the wide coverage that we required, making our selection obvious."*

The recently deployed solution covers the whole distribution chain, from inside the head-end to each individual subscriber, and composes of

- [Agama Analyzer H-E](#) for detection of audio and video content conditions and for complete syntactic and semantic verification of all IPTV service layers in several points within the head-end
- [Agama Analyzer NET](#) for real-time monitoring after encryption in the head-end and both before and after the interconnect points between Netstream's IP core and the distribution network to the wholesale partners
- [Agama Embedded Monitoring](#) integrated with [Entone Amulet G1](#), for both linear and on-demand video service quality monitoring of the entire set-top box population
- [Agama Enterprise Server EX](#) for central collection, correlation and presentation of processed monitoring data from all deployed Agama monitoring probes

*"As a solution provider of managed IPTV services, Netstream has essential SLAs to meet with their connected wholesale partners. The deployed Agama solution will support them in this, as well as keeping their service quality high and problem discovery quick and efficient,"* states Mikael Dahlgren, CEO, Agama Technologies. *"We are excited about this new installation in Switzerland, and honored to become Netstream's trusted service quality assurance partner."*

#### Agama Analyzer product family

The [Agama Analyzer](#) range – H-E, FLEX, NET and eQAM – provides real-time 24/7 service level monitoring of the delivery chain, monitoring hundreds of simultaneous digital TV streams from head-end to the edge device. Support for all levels of the digital TV service – network, TV stream and the video content itself, right down to pixel level – as well as monitoring of encrypted streams, gives true service assurance. The Analyzer supports multiple metrics for DTV and both SD and HD MPEG-2 and MPEG-4/AVC video. By objectively measuring the perceived user quality through analyzing the whole DTV stack, the Analyzer has proven to accurately judge the impact of any detected error on the viewer experience (QoE). In addition, network parameters such as IP packet jitter and packet loss are measured, which are important to be able to understand network Quality of Service (QoS).



### **Agama Embedded Monitoring**

The [Agama Embedded Monitoring](#) solution is the final link in monitoring service quality in the whole video delivery chain, collecting information from lean and efficient software probes on each and every connected set-top box. Real-time monitoring of QoE, QoS, service usage and system parameters on all STBs brings a new level of insight to quality-aware operators. With real-time and historical views of the quality of experience and quality of service for individual STBs or groups of STBs, operators can quickly identify and troubleshoot last-mile problems and separate problems affecting specific users from regional or system-wide problems.

### **Agama Enterprise Server EX**

The [Agama Enterprise Server EX](#) centrally correlates and presents processed information from all Agama Analyzer and Embedded Monitoring probes in deployments of any size. By providing advanced correlation, presentation, alarming and reporting functionality, the Enterprise Server EX 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 video service quality. With this foundation, operators can quickly identify, pinpoint and troubleshoot problems throughout the delivery chain from head-end to home. In addition, the Enterprise Server EX offers integrated failover functionality, support for up to 50 simultaneous users, integrated RADIUS support for user management and authorization, and it provides the foundation for Agama Performance Management and Service Usage Statistics system-wide add-on options.

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### **About Netstream**

Netstream was founded 1998 as one of the most innovative Internet Service Provider in the Business Market Segment. The company is today highly recognized as a Service Provider for high-end residential users, small- and medium size as well as large corporate customers, covering the complete spectrum of products and service solutions in the areas of Connectivity, Voice, VoIP, Streaming, Hosting, Security and Wholesale. Netstream is a privately held company located in Dübendorf, Switzerland. For more information, please visit [www.netstream.ch](http://www.netstream.ch).

### **About Agama Technologies**

Agama Technologies is a trusted provider of video quality assurance and monitoring solutions enabling IPTV, Cable, Broadcast and OTT operators to increase service quality and customer satisfaction while reducing costs and churn. 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 60 operators worldwide 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 visit [www.agama.tv](http://www.agama.tv).