

A1 Telekom Austria Deploys End-to-End IPTV Quality Assurance Solution from Agama

(Linköping, December 15, 2011) – [Agama Technologies](#), the DTV quality assurance expert, today announces that [A1 Telekom Austria](#), the country's leading telecommunications company, expands its IPTV quality monitoring set-up with [Agama's Embedded Monitoring Solution](#) to cover the complete end-to-end service distribution. With this deployment, **A1 strengthens its strategic and proactive approach to systematically improve service quality and increase customer satisfaction.**

Based on requirements for an unprecedented end-to-end understanding of the [A1 TV](#) service distribution to each individual subscriber, A1 now extends its existing Agama installation with embedded set-top box monitoring for efficient last-mile and in-home service quality assurance. With a quality monitoring solution reaching from the headend site all the way to the point of actual service consumption, the telco gains full insight in the distributed service quality throughout its deployment. This will support real-time problem discovery and impact analysis, proactive and cost-effective customer support processes, as well as enable methodical improvements of the overall service quality.

"It's with great pleasure we see that A1 selects to expand their Agama solution to become a cornerstone for their IPTV quality assurance processes, following the clear trend of telcos deploying TV service quality assurance solutions capable of supporting the entire organization also from a business perspective," states Mikael Dahlgren, CEO at Agama Technologies. *"The Agama DTV Monitoring Solution is today the most widely deployed end-to-end system for this purpose, and since the first installation our customers have achieved remarkable results in their structured quality improvement processes. In deployments, we have seen drastically lowered numbers of incoming calls to customer support, truck rolls and unnecessary STB swaps almost reduced to zero, and actual measurable increases in customer satisfaction."*

The extension with continuous monitoring of QoE, QoS, service usage, and system health on all STBs will enable A1 to quickly identify and troubleshoot last-mile problems and efficiently delineate problems affecting specific customers from regional or system-wide problems. Key part of this extension is also [Agama's Performance Management](#), adding a unique strategic dimension to their quality assurance activities by providing advanced custom reports for benchmarking, trend analysis, usage statistics and much more.

Agama's DTV Monitoring Solution is a complete and modular end-to-end assurance and monitoring solution for Linear TV, VoD and OTT service quality. With tailored and seamlessly scalable components for headend, network and endpoint monitoring, the solution provides both real-time and historical understanding of the actual service quality from creation to consumption, creating a powerful foundation for operational excellence in the video delivery. The solution can bring rapidly visible effects on operations bottom-line by supporting the operator in raising service quality and customer satisfaction, minimizing truck rolls and quality related churn, as well as reducing operational expenses.

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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 customer premises device, such as set-top boxes and in-home gateways. Real-time monitoring of QoE, QoS, service usage and system parameters on all connected equipment brings a new level of insight to quality-aware operators. This unique insight adds value to the whole organization, from the NOC and network engineers to customer support, service development and management, enabling operators to 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.

Agama Performance Management

The powerful set of [Performance Management](#) add-ons adds a strategic dimension to the Agama DTV Monitoring Solution. It enhances the central Enterprise Server EX with fully configurable advanced reporting and data exporting capabilities based on real-time monitoring information collected from connected Agama Analyzers throughout the delivery chain and Agama Embedded Monitoring Probes reporting from customer premises equipment. An end-to-end deployment can continuously measure hundreds of key performance indicators (KPIs) in millions of headend, network and customer locations. With Agama's Performance Management, the operator can flexibly combine and compare KPI aggregates in powerful analytic reports, which can be used for benchmarking, trend-tracking, SLA follow-up, proactive customer service activities, strategic decision-making, big picture troubleshooting, equipment procurement, channel lineup evaluation, and much more.

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 60 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, visit www.agama.tv.