



Performance Management and Service Usage Statistics

Agama's DTV Monitoring Solution features a powerful set of Performance Management add-ons for fully configurable reporting with exporting and scheduling features as well as enhanced real-time measurements. Operators can use Performance Management to create custom reports, tailored to their unique information needs in strategic quality assurance activities such as trend-tracking, SLA follow-up, and proactive customer care. Different options exist to provide Performance Management and Service Usage Statistics information based on Analyzer monitoring data, Embedded Monitoring data, or both.

An end-to-end deployment of the Agama DTV Monitoring Solution can continuously measure hundreds of key performance indicators (KPIs) in millions of head-end, network and customer locations. With Agama's Performance Management, the operator can flexibly combine and compare KPI aggregates in powerful analytic reports. These reports 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.

Performance Management serves all parts of the operator's organization. Engineers and equipment specialists can correlate top-level Quality of Experience figures with underlying Quality of Service metrics to recognize patterns and trends, gain insight into systematic problems in equipment or service configuration, and perform advanced root-cause analysis. Managers and executives can measure and track the performance of quality improvement processes. Viewers with ongoing quality problems can be identified and proactively contacted by customer support. Agama's customers successfully use Performance Management for these and other purposes in their end-to-end DTV monitoring deployments.



Key features

- Fully configurable custom report templates
- Scheduling of report generation and automatic exporting
- Correlation and comparison of over 400 KPIs
- Visual reports available as HTML and PDF
- 3GPP TS 32.435 XML and CSV exporting for further analysis
- Configurable measurement widgets for the Enterprise Server EX dashboard for enhanced real-time information
- Aggregated reports on time with active alarms and alarm occurrences for individual Analyzer-based alarm types or selected alarm categories
- End-to-end version enables enhanced geographical view and alarm capabilities for hierarchically defined Embedded Monitoring Probe groups based on Logical Path Identifier expressions with individually configured thresholds for each group

Available versions

- Performance Management and Service Usage Statistics for End-to-End DTV Monitoring Solution
- Performance Management for Analyzers
- Performance Management for Embedded Monitoring Solution
- Service Usage Statistics for Embedded Monitoring Solution





Selected key applications

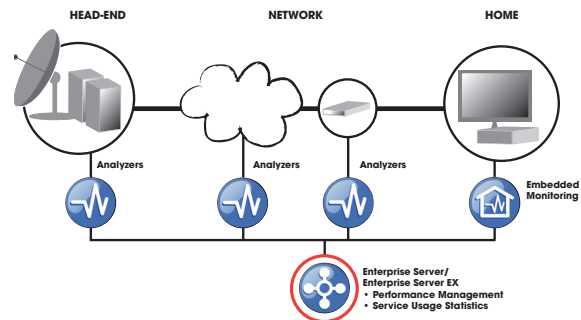
- Advanced troubleshooting**
 Compare and correlate QoE and QoS throughout the delivery chain to recognize patterns and detect recurring problems with specific equipment or services
- Goal-setting and SLA follow-up**
 Use periodic head-end monitoring reports to track how well upstream providers meet their SLA obligations, and use E2E reports to show to regulators and stakeholders that requirements and internal goals are met
- Capacity monitoring during expansion**
 Identify weak points in the delivery chain and determine when infrastructure investments are needed by comparing and tracking delivery performance and capacity usage throughout the network as the customer base grows
- Channel lineup evaluation**
 Follow channel usage over time for different groups of viewers to see peak time patterns, identify popular channel combinations, and track popularity trends
- Real-time trend tracking**
 Use continuously updated dashboard graphs with end-to-end Performance Management measurements to track short- and medium term trends in both usage and quality in real-time
- Proactive customer care**
 Produce lists of customer devices (such as set-top boxes or in-home gateways) sorted by selected metrics and identify the cause of quality issues before proactively calling customers

Part of a complete product range for true end-to-end monitoring

The Agama DTV Monitoring Solution is a complete solution for automated, 24/7 real-time monitoring for linear TV, VOD and OTT service quality. It features components for head-end, network, portable and embedded end-point monitoring.

With non-technical high-level views, low-level details, integration possibilities and advanced reporting, the solution supports every part of the quality-aware operator's organization in their quest for excellence. Having all the critical information all the time from every relevant service layer at every strategic monitoring point allows operators to pinpoint problems in real-time.

Reducing time-to-fix, avoiding needless truck rolls and increasing customer satisfaction, Agama's customers work efficiently and build a reputation for outstanding quality.



Performance Management adds a strategic dimension to the Agama DTV Monitoring Solution. It enhances the central Enterprise Server EX with advanced reporting and data exporting capabilities based on real-time monitoring information collected from connected Agama Analyzers throughout the delivery chain and the Embedded Monitoring Solution reporting from customer premise equipment such as STBs and in-home gateways.

A complete end-to-end DTV monitoring solution with Performance Management from Agama includes the following components:

- Enterprise Server EX for central management, system-wide quality overviews, alarms, and Performance Management reporting and exporting
- Analyzer HE for advanced monitoring in the head-end
- Analyzer NET, Analyzer eQAM or Analyzer FLEX for monitoring at strategic locations in core and distribution networks
- Embedded Monitoring Solution for monitoring of end-point linear TV, VOD and OTT QoE, QoS and usage in each and every customer location
- Verifier Advanced for on-demand asset verification and quality control

