Agama Technologies joins RDK community

(Linköping, Sweden, September 10, 2016) – Agama Technologies, the specialist in video service quality and customer experience, has joined the Reference Design Kit (RDK) community as a licensee. The integration with the RDK pre-integrated software solution will further broaden the applicability of Agama's assurance and analytics solution to RDK powered set-top boxes.

Analytics and automation based on large amounts of data are quickly becoming key tools for video service operators in order to drive operational efficiency and customer satisfaction. Solutions based on data from client devices can support processes across an operator's organisation, from technical operations and development, to service management and customer interactions.

Agama's client device monitoring and analytics solution processes real-time telemetry from many types of customer-premises equipment (CPE) such as STBs, phones, tablets and SmartTVs; and, it is integrated with most leading vendors of CPEs and players. As an RDK licensee, Agama is now in a position to further extend this footprint to the growing number of RDK-powered devices.

"We are looking forward to work with the growing RDK community, and to extend the customer experience and network analytics capabilities available for the RDK platform," says Johan Görsjö, director of product management at Agama Technologies.

"Integrating video service assurance solutions onto the RDK software stack will help operators to leverage RDK-based CPE and performance data for continuous service quality monitoring," said Jason Briggs, Senior Director of Strategic Development, RDK Management, LLC. "This is another example of how progressive technology companies are innovating with the RDK. We are pleased to welcome Agama into the RDK community."

The RDK software provides a common framework for powering CPEs from TV and Internet service providers, including set-top boxes, gateways, and converged devices. The open RDK software solution enables TV and Internet service providers to standardise certain elements of a CPE software solution and also to easily customize the operator applications and user experiences across multiple devices. To date, more than 275 technology companies have joined the RDK community, including CE manufacturers, SoC vendors, software developers, system integrators, and TV service providers across North America, Europe, Latin America, Asia and Africa. The RDK is administered by the RDK Management, LLC, a joint venture between leading pay TV providers.

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About Agama Technologies

Agama Technologies specialises in empowering video operators' business processes with awareness that can drastically lower operational costs and improve customer satisfaction. With extensive experience and an industry-leading solution for monitoring, assurance and analytics of video service quality and customer experience, Agama helps operators to implement a data-driven way of working to assure optimal service quality, improve operational efficiency and increase customer understanding.

The company is based in Linköping, Sweden, and is privately held. For more information, visit www.agama.tv