
Lattelecom Extends Existing Installation of Agama Monitoring Solution with Embedded Set-Top Box Monitoring

(LINKÖPING, February 23, 2010) – Agama Technologies is proud to announce that Lattelecom, the incumbent Telco in Latvia, expands its existing quality monitoring set-up with Agama's Embedded Monitoring Solution for their IPTV set-top box population. With this extension Lattelecom takes the step to secure their digital TV service quality all the way to the end customers.

In 2007 Lattelecom started using an Agama solution in their daily operations to assure the IPTV service quality in their head-end and distribution network. Since the Agama Analyzer is capable of monitoring on multiple digital TV transmission technologies in one probe, Lattelecom could easily add monitoring of DTT to their existing IPTV network monitoring solution as they last year added digital terrestrial TV to their service offering. By being able to use one solution for both distribution forms, they were given solid operational support for fast problem discovery and impact analysis in their hybrid network environment.

The latest extension of Lattelecom's monitoring solution deployment is with efficient last mile and in-home monitoring of their IPTV and NPVR services. The introduction of Agama's continuous embedded STB monitoring further strengthens Lattelecom's means for understanding and supporting their customers, providing deep and real-time knowledge of the service and what quality the user is experiencing, and gives them a unique ability to correlate the information directly between each STB and all relevant parts of the network.

"Since the introduction of Agama monitoring in our network we are able to easily pinpoint the root cause of problems in our deployment and improve the overall quality of our service offering.", says Girts Berzins, Technology Director at Lattelecom. *"Agama's Embedded Monitoring Solution will serve as a valuable tool and resource for information for our entire organization, and it will support us in reaching new heights in our proactive work with customer satisfaction."*

"Lattelecom is an example of a modern quality aware hybrid operator, for which our versatile solution for service quality assurance proves to be a perfect fit.", says Mikael Dahlgren, Managing Director at Agama Technologies. *"We are very proud to be given this reinforced trust from Lattelecom and happy to see that our strategy to provide an integrated monitoring solution for all transmission forms matches the needs of today's market."*

The Agama DTV Monitoring Solution is a complete line of products supporting operators to ensure TV service quality through the complete distribution chain, scalable to cover millions of STBs. Powered by Agamas unique multi-metric monitoring and presentation, the solution enables all parts of the operators' organization to take control of service quality – from NOC and customer care to management.

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About Lattelecom

Lattelecom is the leading provider of electronic communications services in Latvia, offering integrated electronic communications and IT services, as well as telecommunications and network design and installation services. Lattelecom also provides data transmission and IT infrastructure solutions, Internet and contact centre services, and outsourced business process services. The Lattelecom Group is made up of five companies – Lattelecom, Lattelecom BPO, Lattelecom Technology, Citrus Solutions, and the Baltic Computer Academy. For more information, please visit www.lattelecom.lv.

About Agama Technologies

Agama Technologies is a trusted name in the new generation of quality assurance solutions for digital TV services. As the first company to provide complete and proven end-to-end, multi-metric monitoring solutions to the market, Agama still continues to pioneer and innovate. Today, more than 50 telcos, broadband operators and TV service providers rely on Agama's solutions to ensure their TV service quality and customer satisfaction.

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

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