



Enterprise Server EX

The Enterprise Server EX is the central hub of the Agama DTV Monitoring Solution, supporting the whole organization. The telco-grade EX edition of the Enterprise Server is the version of choice for quality-aware operators where more parts of the organization rely on information about the digital TV service quality, where BSS/OSS integrations with the monitoring system play a mission critical role, and where aggregated monitoring data is used strategically.

The Agama Enterprise Server EX centrally correlates and presents information from all Agama Analyzers and Embedded Monitoring Probes in deployments of any size.

With real-time and historical end-to-end views of the technical quality of service and the viewers' quality of experience, operators can quickly identify, pinpoint and troubleshoot problems throughout the whole delivery chain.

The Enterprise Server EX offers integrated failover functionality, support for up to 50 simultaneous users, integrated RADIUS support for user management and authorization. It also provides the foundation for Agama Performance Management and Service Usage Statistics system-wide add-on options.



Key features

- Central correlated end-to-end quality overviews
- Alarms with root cause analysis and SNMP support
- External Integration API for integration with OSS/BSS systems
- Follow services through the whole delivery chain
- Quality reports over time
- Configurable top-level dashboard and geographical views
- Drill-down to technical details for Analyzers and in-STB probes
- Remote management of Agama Analyzers
- Supports grouping of probes using Logical Path Identifiers
- Supports grouping of channels
- Integrated failover redundancy
- Web-based UI
- Integrated RADIUS support

Available add-ons

- Performance Management for strategic reporting
- Service Usage Statistics for aggregated channel usage reports
- Customer Care view



Key applications

- **End-to-end real-time monitoring**

Follow the individual channels through the whole delivery chain, with alarms and instant information in top-level views and powerful drill-down views

- **Proactive customer care**

Minimize escalations, truck rolls and churn by being able to separate unique problems from general problems, perform advanced troubleshooting remotely and actively identify and contact customers with the worst QoE

- **SLA follow-up, trend-tracking and strategic planning**

Use quality reports, comparative reports and optional Performance Management with export functionality to evaluate existing network infrastructure and track the effectiveness of quality assurance processes

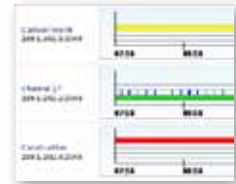
- **Real-time fault-finding and coordinated troubleshooting**

Use alarms with root-cause analysis and drill-down for rapid detection and diagnosis of problems to dispatch appropriate technical staff and take corrective action

Unique Quality of Experience classification

The Agama DTV Monitoring Solution continuously monitors and presents a large set of technical Quality of Service parameters. Based on sophisticated multimetric heuristic analysis, the QoS data is also refined into four color-coded QoE levels, used consistently throughout the solution.

The classification is standardized so that QoE can be compared and correlated between all Analyzers and Embedded Monitoring Probes. This helps operators instantly assess the severity of problems and take the right actions in the right order.

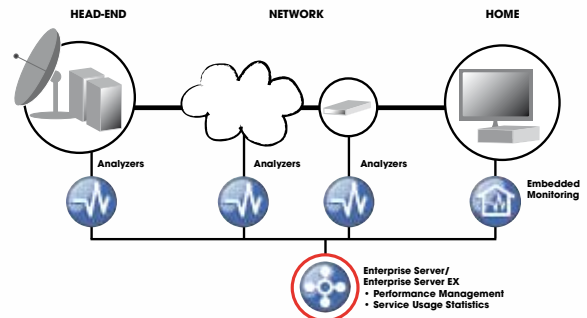


Part of a complete product range for true end-to-end monitoring

The Agama DTV Monitoring Solution is a complete solution for automated, 24/7 real-time monitoring of Live TV and VoD service quality. It features components for head-end, network, portable and in-STB 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 striving 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.



The Enterprise Server EX enables true end-to-end real-time monitoring based on the input from connected Agama Analyzers throughout the delivery chain and the Embedded Monitoring Solution reporting from every set-top box. Including remote configuration, stream forwarding, alarms functionality, central correlation, and reporting for SLA follow-ups and trend tracking.

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

- Enterprise Server or Enterprise Server EX for central management, system-wide quality overviews, alarms, and reporting
- Analyzer HE for advanced monitoring in the head-end
- Analyzer NET, Analyzer eQAM or Analyzer FLEX for monitoring at strategic locations in the core and distribution networks
- Embedded Monitoring Solution for monitoring of end-point quality and usage in each and every set-top box with optional Video on Demand quality and usage monitoring
- Verifier Advanced for Video on Demand asset verification

