



Enterprise Server

The Enterprise Server is the central hub of the Agama DTV Monitoring Solution. At-a-glance top-level views show the status of every channel in every monitoring location with rapid drill-down to technical details. With configurable dashboards, custom geographic views, and options for alarm generation and integration with OSS/BSS systems, the Enterprise Server has the flexibility to support the whole organization.

The Agama Enterprise Server 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 viewers' quality of experience and the technical quality of service, operators can quickly identify, pinpoint and troubleshoot problems throughout the whole delivery chain.

Consistently applied Quality of Experience classification with color-coded severity levels enables effective prioritization and comparison between monitoring points throughout the whole delivery chain – from head-end and core network to access network and set-top boxes.



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 individual 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 Web-based UI

Available add-ons

- External Authorization using RADIUS



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

- **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

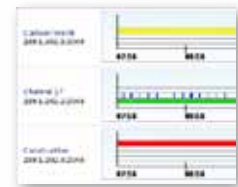
- **Comparing quality between network locations**

Use comparative quality reports, network correlation and group-based analysis of quality from in-STB monitoring to see how different parts of the DTV network are performing

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.

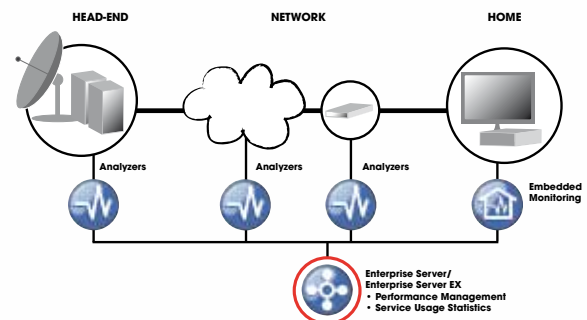


Part of a complete product range for true end-to-end monitoring

The Agama DTV Monitoring Solution is a complete solution for automated, 24/7 real-time monitoring for 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 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

