



keep your viewers happy

HomeVu

Customer Self-Care
Application

www.marinerpartners.com



An IP Video Industry First: HomeVu, TV customer service assurance from the home

A **customer-centric** approach is at the heart of industry-leading service excellence. With deep operational experience in the IP video service industry, Mariner made this approach the foundation of HomeVu, a Customer Self-Care application.

This intuitive troubleshooting application enables viewers to use self-help diagnostic tools to independently investigate and resolve video service delivery issues through the TV screen. Access is immediate, and does not require any assistance from the provider. Interactive tools allow the viewer to use the TV to report or query service issues, and access intuitive FAQs or help guides.

An empowered subscriber is only one of many benefits to be realized by this revolutionary service assurance approach.



Operational Improvements

Operating Expense: Facilitated repair and auto-diagnostics will reduce help desk call volumes, eliminate unnecessary in-home service calls, and minimize mean time to repair.

Installer Performance: Improve service quality and reduce repeat home visits. End to end installation confirmation.

Customer Experience (QoE): Real time visibility into the health of the service empowers the customer to self-manage issues. Provides a sense of ownership, awareness and control over service quality. Eliminates long help desk wait times to resolve common issues.

Issue resolution: Interactive FAQs and help guides to assist the customer to quickly resolve issues.

About Mariner

Mariner is a leading provider of innovative IP video solutions and technologies that deliver unique value to the expanding IPTV industry. Mariner's flagship TV care product, **xVu**, specializes in Next-Gen IPTV service monitoring. Mariner's **frostt** platform delivers interactive TV, social networking and self-service capabilities to the TV in a highly compelling viewing experience. Mariner enables service providers to successfully deliver and operate advanced entertainment services in today's complex, competitive IPTV marketplace.

Features

Empowering the viewer to:

1. Diagnose problems independently.
2. Resolve service issues real time without engaging the provider.
3. Report complex service issues quickly and easily.
4. Interact with the provider through the TV to monitor issue resolution status and scheduling for service calls.
5. Access interactive FAQs and help guides.

In addition, the service provider can leverage:

1. Validation of home installation while on site.
2. TV-facilitated customer feedback.
3. Self-care efficiency metrics.

