



NetworkVu

Raising the Bar on Performance Visibility



Put your Network Operations Center in the driver seat!

xVu™ Delivers New Capabilities For:

- First call resolution
- Improved change management
- Reduced Mean Time to Repair (MTTR)
- Improved head count expense management
- Improved trouble coordination with the Help Desk and field technicians

Product Benefits

Improved 1st Call Resolution

Timely isolation of a trouble in a complex IPTV eco-system is often the biggest determinant in fixing that trouble in a timely and quality manner. NetworkVu points you to the source of a trouble in real time:

- Headend
- Distribution network
- Local loop
- Middleware
- Specific channels

Reduced MTTR

Identify in real time the source and impact of an IPTV trouble. NetworkVu helps you make the critical initial decision on where to look. Used in conjunction with the Help Desk (SupportVu) and the field technician or installer, xVu is a powerful tool for real time coordination, insight, and resolution.

Improved Expense Management

All new applications and services drive costs and head count. The xVu suite will help with operating efficiencies and the reduction in overall head count.

Improved Trouble Coordination

Eight to nine systems may need to be accessed to view a problem end to end. Calls are coming into the Help Desk and the Network Operations Center, the Installers are also fielding questions - xVu links it all. Real time and historical insight and coordination enabled by xVu; resulting in speed of resolution and customer satisfaction.



The Challenge of Change Management

It is common to have over 1000 changes to a network on a monthly basis. There are many hands on the network; managing software loads, configuration changes, patches, etc. The biggest threat to IPTV stability is the quality of change management. Working as a part of an effective change management process, NetworkVu collects and records errors, including "transient" errors, across the TV delivery network.

Additional Service Features

NetworkVu:

- Extends the traditional "network-centric" monitoring to include 'real time' and playback service monitoring of the customer experience.
- Proactively isolates service-affecting issues; HD vs. SD channels, region vs. neighbourhood vs. city, cable vs. JWI vs. loop, home network vs. individual set-top box, etc.
- Integrates with existing investment in probes, EMS, and OSS/BSS using web services or SNMP technologies (quickly and simply with xVu integration tools).
- Generates actionable alarms to escalation systems via XML, SNMP or SMTP.
- Fixes network element configuration issues (e.g.: DSL Port Settings, DHCP, STB reboots, channel profiles).

making TV better™

www.marinerpartners.com



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 frost™ 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.