



SupportVu

Empowering Customer Services



See what the customer sees... and much more.

Custom Built for Customer Services

A customer dashboard that enables a telescoping view from the network to the DSLAM to the port in a DSLAM, into the house to the STB and the channels being viewed.

Give your Customer Service team a sense of confidence and empowerment... and your customer a real sense of satisfaction... with SupportVu.

Product Benefits

SupportVu delivers the tools and insight to make customer service and support a real competitive weapon. SupportVu:

Enables Smart Truck Rolls

- 35% of all IPTV installs require a second truck roll.
- Isolate the source of the trouble quickly and easily, often with the customer online.
- Improve service profitability in a material way.

Eliminates Blind Reboots

- Reboots are a pain to the customer and often appear to the customer as a last resort for the online Help call. SupportVu can change that!

Shortens Mean Time to Repair (MTTR)

- Isolation of the source of a trouble within a complex IPTV eco-system drives repair time. The ability to scan across the network, into the DSLAM, into the middleware, down to the set top box - enables fast trouble isolation and reduced MTTR!

Identifies Transient Troubles

- The troubles that cannot be replicated or have no pattern of occurrence. A frustration to both customers and the Help Desk.
- **xVu** captures all the data from the STB-out in real time, and stores a historical record.



Shorten or Eliminate Customer Calls

The **xVu** suite has the ability to spot the "Silent Failure", a trouble that has not yet impacted customers. Catching and fixing the silent failure can eliminate hundreds of calls from a single incident.

Features

SupportVu will:

- Correct the problem the first time and eliminate repeat calls and unnecessary visits by repair technicians.
- Shorten or eliminate help desk calls and reduce truck rolls with the appropriate preventative measures.
- Assess the consumer experience objectively in real time.
- Proactively detect faults and isolate customer problems.
- Eliminate the need for customers to describe complex audio or video impairments to the service representative.
- Simplify activation process with verification of the installation.

If it happens - **xVu™** will catch it!

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.