



xVu™ Solution

Application Notes

TECH SPECS



Portals and Reporting User Interfaces (UI)

Four User-purposed Web Portals, each configurable, provide a distinct view of the customer experience:

NetworkVu: Used by Network Operations - provides an overall view for service management and is a valuable services launch tool.

SupportVu: Customer Service, Installation & Repair Technicians - provides your customer facing resources with visibility into the actual customer experience.

ReportVu: Portfolio analytics and executive dashboard.

HomeVu: A home self-service application that enables your subscribers to report problems, diagnose their own service issues, and receive related messages.

Servers and Applications

The xVu solutions consists of 3 distinct components which can be housed in a single server or distributed across multiple servers for larger deployments.

xCore Server:

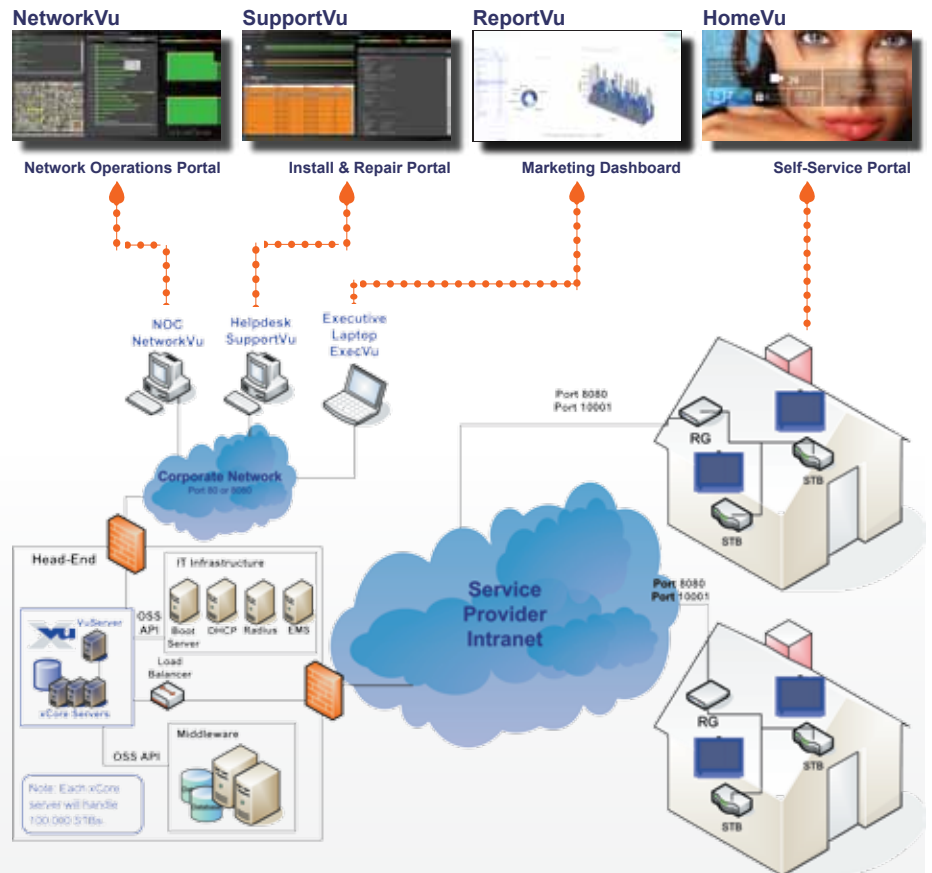
- Each xCore server supports up to 100,000 STBs
- xCore Server is responsible for STB communications, provides database access, and real time counters

VuServer:

- Provides User Interface Portals
- Provides user password functionality

OSS Server:

- Provides interfaces to M/W Database and IT Servers
- Provides connection to IT infrastructure, including Element Management Systems



Data Collection Technologies

xVu™ Agent:

- Non-intrusive MPEG Monitoring
- Open APIs for Integration

xVu™ Crawler:

- IPTV Customer QoE Crawler Technology
- Mediaroom (Integrated to MR SP1.3) or Above
- Broadband Crawler
- RTCP (RFC 3611) & TR-069/135 compliant
- Intelligent Adaptive Sampling (IAS) technology

System Specifications

- Operating systems supported: Sun OS, Linux, Windows
- Hardware platform supported: SPARC (SUN) or x86 (HP/IBM)
- Storage characteristics: Mariner provided, customer - FC connection or Network connection
- Database license: Customer or Mariner provided
- xVu™ deployment type: xVu™ Client, RTCP, Crawler, TR69

Sample H/W Specs per 100,000 STBs

Sun SPARC Solaris T5120 - 8 Core
 x86 DL380 G5 2.83 GHz 32GB
 x86 DL380 G5 2.83GHZ 16GB

About xVu™

xVu delivers insight and value to the players who need it most - Network Operations, Customer Services, and Senior Management.

A customer-centric approach is at the heart of this industry-leading approach to TV service excellence. With deep operational expertise in the IPTV service industry, Mariner recognized the value of this principle and built on it as the foundation of xVu.

xVu turns performance insight into customer satisfaction and TV profitability.