



Assurance Solutions HouseCheck™

Assuring Accurate Installations and Service Quality

A house call from your family doctor has become a rare occurrence for most of us, but there is still one house call that is common place and it is costing cable operators worldwide on average \$50 to \$100 U.S. per truck-roll. This is a wonderful service to offer subscribers and the costs are trivial when the visit is associated with installing and upgrading revenue generating services such as high-speed data, HDTV, on demand content, and voice. However, costs do become an issue when the house call involves diagnosing and correcting problems following an installation or upgrade of service.

No service presently on cable's agenda has more rigid performance requirements or is more vulnerable to post-installation operational issues than cable digital voice service or VoIP (Voice over Internet Protocol). Subscribers expect Voice communications to be real-time and to perform at the same if not better quality than land line telephony. A delay of a few seconds in data transmission for a VoIP service renders the system unacceptable to users and can dramatically impact subscriber experience, satisfaction and ultimately, subscriber churn. Largely driven by the lower cost of VoIP services versus traditional telephony, Cable operators are aggressively expanding their VoIP footprint. The accelerated pace of deployment, however, has resulted in a need to reduce installment time or to depend on outside contractors to handle the volume. This, in turn, increases the risk that problems will arise after the installer leaves the subscriber's home.

Addressing the Issues

There are two major issues that stand in the way of cable operators' ensuring triple-play high quality performance and thus avoiding post-install truck rolls and fully realizing the revenue potential of voice, video and data services. The first has to do with the traditional manual testing and measurement done to examine all potential problems when installing cable services. Simply put, it is time-consuming and provides few clues as to the source of a detected problem. Moreover, manual measurement and data entry are open to error and a questionable baseline for troubleshooting problems in the future. The second issue is related to the fact that contract workers used for service installs are typically paid by the number of jobs completed. This combined with a manual system of performance verification often leads to a less than rigorous installation process.



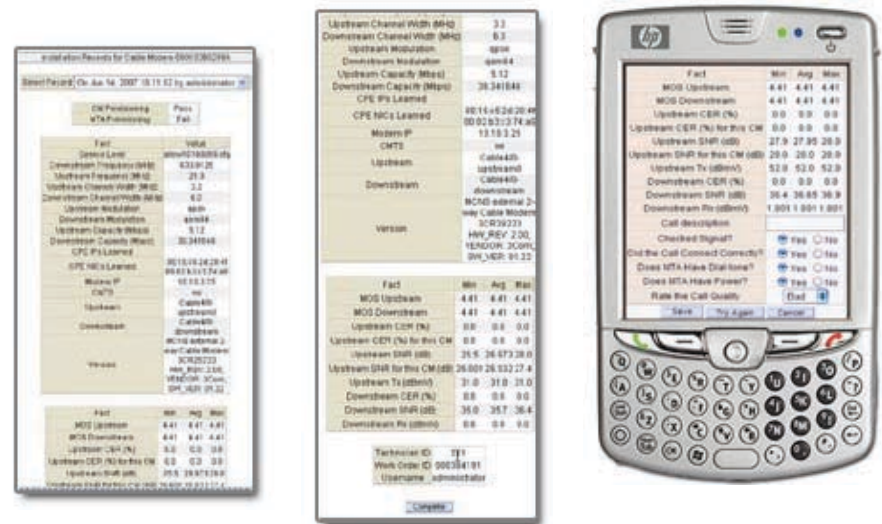
The solution lies in automating the installation process and utilizing real-time data collected from the customer premise devices and the cable network and ARRIS Assurance Solutions HouseCheck does just that. HouseCheck is a solution that integrates the ServAssure and WorkAssure products to automatically collect critical device and network performance data associated with the particular service at the time of installation. HouseCheck ensures that these parameters are immediately made available to the installer via standard hand-held devices, and forwarded and stored for on-going access by customer service representatives, dispatchers, engineers, and the network operations center.

HouseCheck tabulates comprehensive analysis of network and device performance across all household cable outlets. This process simplifies the identification of in-home problems, sets a standard for repair of problems during installation, and provides a reference base "birth certificate" for use in future trouble shooting should the need arise.

The degree of granularity in the provided measurements not only assures that the installer has covered all bases in assessing service performance before leaving the installation site, but also ensures that he has the information he needs to determine whether he can fix a problem on the spot or needs to request additional assistance from a network operations or IT technical unit.

One of the most noteworthy benefits of HouseCheck is how it impacts an operator's bottom line. The industry average for newly installed subscriber requiring a repeat call within 30 days due to faulty installation is 10 – 15% and rising. These repeat calls can be avoided by ensuring proper installation quality during the initial installation using the HouseCheck solution and its complementary birth certificate feature.

HouseCheck can reduce the time spent by installers on each job, saving money and ensuring a higher rate of quality service delivery during the initial installation. It also significantly reduces, if not eliminates, costly post-install trouble calls, increasing customer satisfaction and retention.



For more information on how your organization can benefit from an automated, quality focused, world-class installation verification solution contact ARRIS Solutions, Inc.

