



ServAssure™ Hosted Services

Your fast track to customer experience tracking! Embracing the growing trend in on demand business models—hosted services over the Internet—ARRIS now provides operators with a suite of applications specifically designed to enable comprehensive monitoring, analysis, reporting and management for DOCSIS® networks. ServAssure Advanced (SAA) hosted services offers complete data-collection and transforms raw data into meaningful information to help operators take control of cable's last mile. In addition, operators can proactively find, assess and manage HSD and VoIP quality.

SAA hosted services offers hassle free network monitoring and customer experience tracking via integrated network control and analysis applications that enable broadband service providers to manage and control DOCSIS® services, bandwidth, and devices on broadband networks while speeding deployment of new IP services.

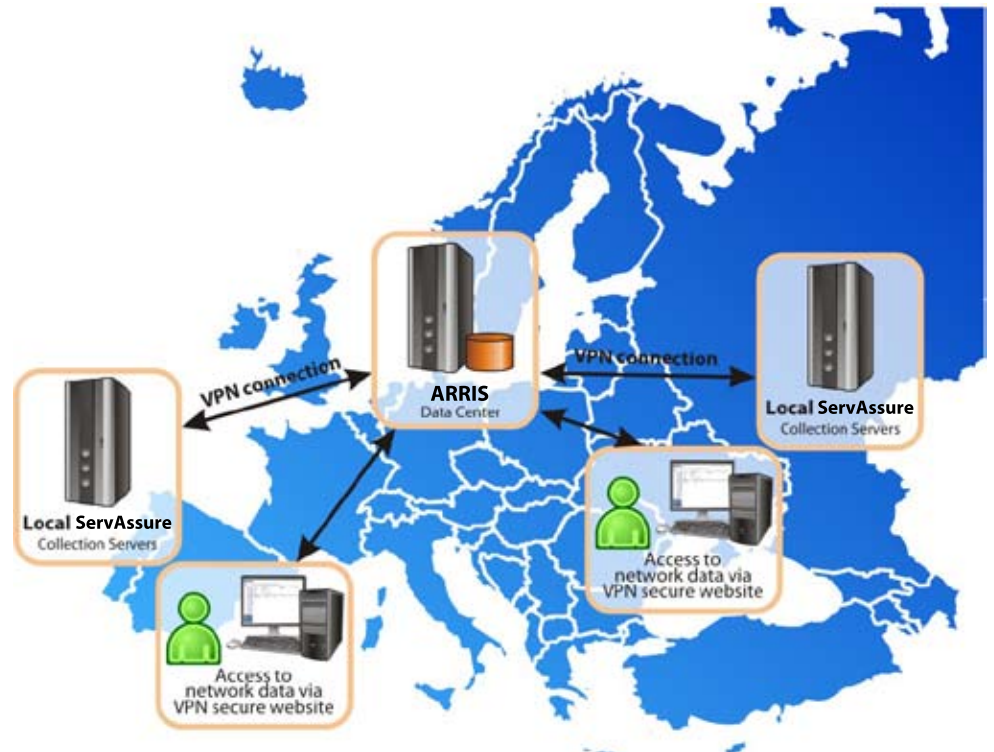
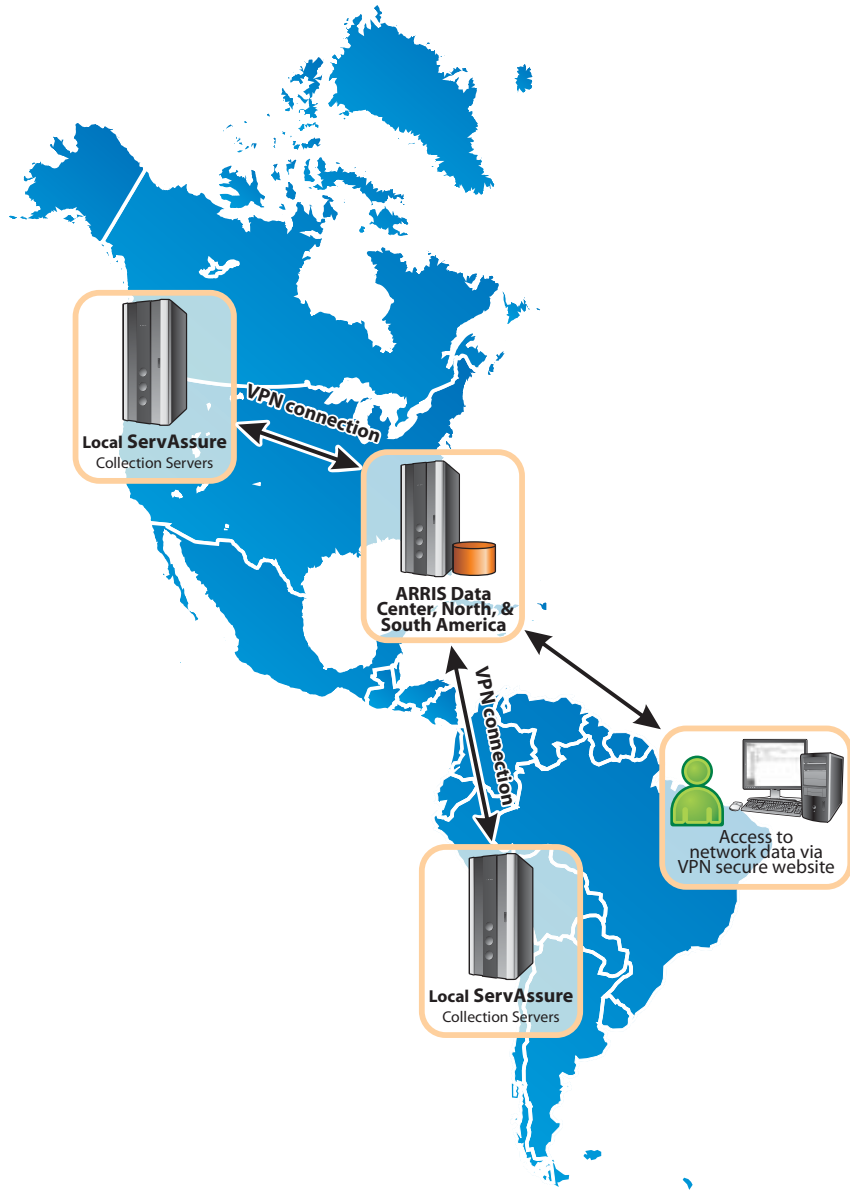
Hosted Applications

- DataAssure™—monitors DOCSIS networks, reports on faults and performance, and uniquely provides expert recommendations regarding preventative maintenance actions. Isolates and resolves customer issues by providing real-time and historical data about DOCSIS customer premise equipment (CPE), supporting interfaces, and CMTS.
- VoiceAssure™—complete VoIP service lifecycle management solution, from initial network analysis and optimization to on-going fault and performance management and capacity planning.
- Bandwidth Usage Reporter—accurately identifies DOCSIS customer premise equipment and reports and analyzes broadband consumption.
- Network Optimizer—improves network capacity and performance via continual expert network analysis, significantly reducing capital and operational costs.
- Topology Light—provides advanced insight into the unique experience of your customers

Benefits

- Provides a complete view of network health based on proven analysis
- Detects degraded performance, outages, and other network problems
- Identifies the most severe issues that impact subscribers and prioritizes problem resolution based on cost and operational impact
- Delivers time-sensitive network events via email and provides historical views to enable quick diagnosis of difficult subscriber issues
- Experience unmatched performance with proactive network management
- Identifies the location of all individual cable modems and MTA's
- Polls elements in the broadband network and leverages existing information to provide an instant snapshot of the current status of individual cable modems and MTA's
- Features reports for detailed analysis of individual cable modems and MTA's over time enabling clear data presentation for comparison and correlation
- Reduce mean time to repair with a total view of individual cable modems and MTA's, supporting interfaces and CMTS'—both real-time and historical
- Maximize bandwidth utilization to reduce costs without sacrificing quality
- VoIP traffic visibility for current consumption and future capacity planning
- Measure VoIP network quality, identify problem areas and apply recommended fixes
- Details bandwidth consumption at a granular level to help control costs and improve performance
- Manage bandwidth consumption and reduce revenue leakage with comprehensive and accurate reporting

For more information on how your organization can benefit from a proactive, service focused, world-class troubleshooting application contact ARRIS Solutions, Inc. www.arrisi.com



ServAssure™ Hosted Services



The capabilities, system requirements and/or compatibility with third-party products described herein are subject to change without notice. ARRIS, the ARRIS logo, Cadant®, D5™, Touchstone®, Cornerstone®, Keystone™, C4®, C3™, CXM™, Regal®, MONARCH®, Digicon®, TeleWire Supply®, C-COR®, CableEdge®, nVision®, Flex Max®, Plexis®, NSM®, nABLE™, n5™, VoiceAssure™, ServAssure™, and WorkAssure™ are all trademarks of ARRIS Group, Inc. Other trademarks and trade names may be used in this document to refer to either the entities claiming the marks and the names of their products. ARRIS disclaims proprietary interest in the marks and names of others. © Copyright 2008 ARRIS Group, Inc. All rights reserved. Reproduction in any manner whatsoever without the express written permission of ARRIS Group, Inc., is strictly forbidden. For more information, contact ARRIS.

SERVASSUREHOSTSRV-S-0408

www.arrisi.com