

Pointer Network Monitoring and Status Application



Help reduce truck rolls and mean-time-to-repair to control operating costs using the Scientific Atlanta Pointer™ Network Monitoring and Status application. This powerful software system delivers real-time reporting of set-top and modem two-way connectivity status and can identify the specific point where network problems occur to significantly decrease the mean-time-to-repair (MTTR) for outages. By pinpointing the location of the network problem, cable operators can dispatch the appropriately skilled technician to one network location, resolving issues for multiple customers with a single truck roll.

Innovation

Helps Boost Customer Satisfaction

As digital penetration in some U.S. markets has risen above 40 percent, the importance of verifying the two-way status of digital set-tops and cable modems to quickly restore essential connectivity has become a major customer satisfaction and revenue protection issue for cable operators. Customers have high expectations for video service availability, and the revenue generated by digital services, such as VOD, DVR, HD, VoIP and high-speed data, is reduced when these services are unavailable.

Currently, when cable operators receive trouble calls from customers, there might be multiple, costly truck rolls to the same service area, only to discover that the problem was not at several customers' homes; it was at a single point somewhere back in the network. By specifying the location of the termination of two-way traffic, the Pointer system helps enable the cable operator to minimize the cost of resolving the issue while maximizing customer satisfaction through a rapid, well-targeted response.

Adds No Load to the HFC Network

Developed by Scientific Atlanta, the Pointer software solution resides at the cable headend. The software unobtrusively monitors the routine traffic on the cable system that verifies two-way capability between set-tops and the Scientific Atlanta Digital Network Control System (DNCS), and between cable modems and the CMTS.

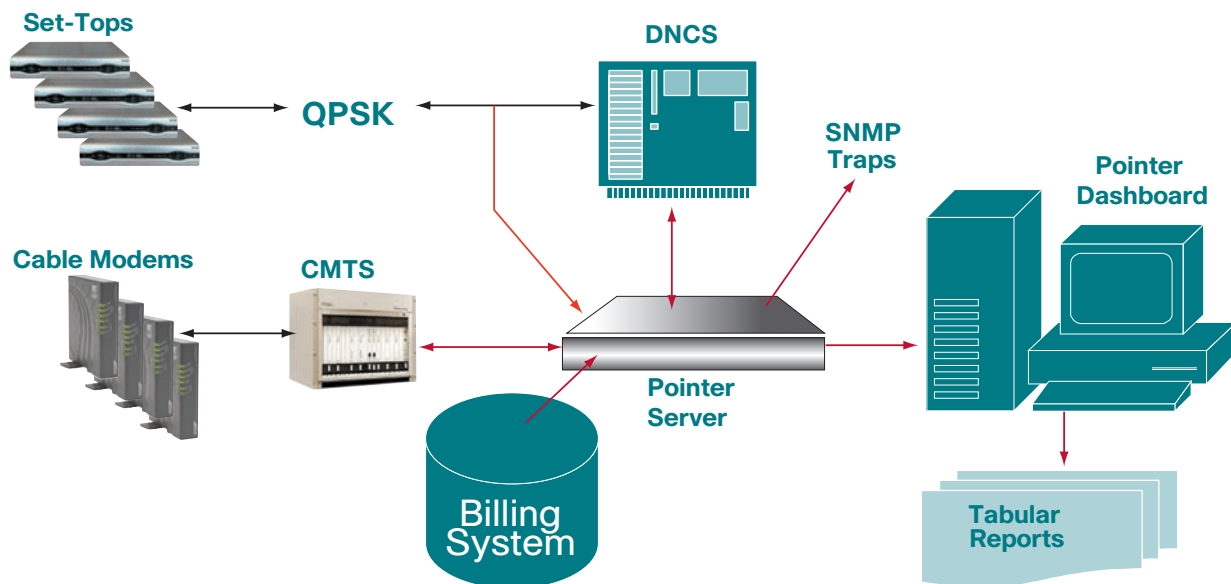
After the software and its server are installed and they are linked to the operator's billing system, the Pointer system "auto discovers" the cable network's topology. This enables the Pointer system to create a hierarchical view of the devices in the network, from headend, to hub, to node, to amp, to tap, to set-top, based on the level of detail supplied by the MSO's billing data information.

Each component in the cable system can then be assigned performance parameters within the Pointer system and alarms can be used to alert the appropriate personnel to non-responder issues. Then, by pointing

a Web browser to the Pointer server, engineering, operations, network management or customer service staff can use the system's cascading, screen-by-screen view of the cable system to drill down into the system to discover the failure point in the network.

Network Management and Control

The Pointer system has an SNMP agent that enables it to be connected to a network management system, such as the Scientific Atlanta ROSA™ Network Management System. This allows the cable operator to match the alarms defined in the Pointer system with the alert notification processes already in place for the TNCS or network management system. When performance falls below thresholds defined in the Pointer system, the appropriate phone call, e-mail or pager notification can occur. This means there is no need for a full-time operator to monitor the cable system's two-way status – the Pointer system provides automatic, rapid notification when performance levels erode.



Scientific Atlanta
A CISCO COMPANY

Scientific-Atlanta, Inc.
5030 Sugarloaf Parkway
Lawrenceville, Georgia 30042-5447
USA

Contact: sales@sciatl.com
Tel: 770.236.5000
www.scientificatlanta.com