

ServAssure[®] NXT

Insightful Network Performance Management

WHY DO SOMETHING DIFFERENT

- DOCSIS[®] 3.1 offers speed and flexibility, but also brings new complexities.
- Can your existing tools scale and support your entire ecosystem?

WHY ARRIS

- DOCSIS 3.1 monitoring with TFTP support for subcarrier data collection.
- Highly scalable solution, able to collect data from millions of DOCSIS devices.
- Offers a low-cost alternative for data warehousing.
- Fully virtualized with automated installations and upgrades.
- Highly available architecture for business-critical needs.
- Clustered Pollers to eliminate single points of failure and reduce data gaps.
- Message Bus that enables integration to third party applications.



PRODUCT OVERVIEW

Cable MSOs operate in highly competitive markets where consumers continue to demand uninterrupted high-speed data connections for their entertainment and telecommuting needs. Operators positioning themselves as the provider of choice in these markets must continue to evolve their networks with technologies, such as DOCSIS 3.1 and Distributed Access Architectures (DAA). These technologies provide a new set of challenges for Network Operations in measuring and managing networks while providing the best customer experience.

ARRIS ServAssure NXT, based on our industry leading broadband expertise, is designed to specifically address these challenges. As a product evolution to our currently deployed, ServAssure Advanced Performance Management solution, ServAssure NXT is a software framework with a suite of applications that provide comprehensive analysis, monitoring and management for DOCSIS networks. Aimed at managing complex broadband networks from the CMTS to the cable modem, ServAssure NXT includes a new data collection infrastructure and utilizes a Common User Interface that combines best of class interaction and visual design concepts to enable broadband service providers to quickly access critical information and provide operational efficiencies; while delivering a superior customer experience.

© 2019 CommScope, Inc. All rights reserved.

KEY FEATURES OF THE SERVASSURE NXT PLATFORM

**DOCSIS 3.1
SUPPORT**

**HIGHLY SCALABLE
DATA COLLECTION**

FULLY VIRTUALIZED

**HIGHLY AVAILABLE
ARCHITECTURE**

**INTEGRATION
MESSAGE BUS**

ServAssure NXT provides Network Operators with easy access to essential data for rapid fault resolution and proactive problem avoidance. There are two individually licensed ServAssure NXT applications which use a common UI:

ServAssure NXT – Analyze: provides insightful network performance information to improve capacity planning and reliability of DOCSIS networks. Analyze empowers network engineers and technicians to identify and fix problems by providing detailed views into DOCSIS CMTS configuration and performance. Analyze also helps resolve individual customer issues by providing real-time and historical data about DOCSIS customer premises equipment (CPE). ServAssure NXT – Analyze provides real-time information for DOCSIS 3.1 modems along with a web service API for external applications.



ServAssure NXT - Alarm Central: ARRIS's decades of experience working with cable operators coupled with extensive Radio frequency (RF) expertise led to the development of ServAssure Alarm Central. Targeted at automating the identification and prioritization of existing and potential service impairments, Alarm Central uses patented algorithms to reduce Mean Time to Restore (MTTR).

Alarm Central provides proactive and repeatable processes for plant maintenance and outage teams to do their jobs, so service is more predictable and the business is more successful in delivering a superior customer experience. Through advanced correlation and analytics, Alarm Central allows operators to focus on what is most important by creating an environment where impairments are discovered and resolved proactively.

Alarm Central now resides on the ServAssure NXT platform and accomplishes proactive outage management and more with the following modules: Proactive Manager, Outage Manager, PreEQ and Intelligent Spectrum Analyzer.

ServAssure NXT introduces a new infrastructure for data collection called the ECO DOCSIS Platform. A highly scalable, highly available architecture with automated deployment capabilities, the ECO DOCSIS Platform allows you to benefit from robust data collection and normalization from multiple vendors; while reducing your Total Cost of Ownership (TCO). The ECO DOCSIS Platform is based on a common framework comparable to the ECO Service Management™ suite of products, but this data collection infrastructure is completely focused on DOCSIS and not related to TR-069 and/ or the User Services Platform (USP) that are supported by ECO Service Management today.

You as the customer selects the application options that address the challenges you face, enabling you to design a network management solution that meets your specific business needs. ServAssure NXT is, by design, the next generation transition product for current ServAssure Advanced Performance Management customers seeking to embrace new software technologies designed to deliver service and operational excellence.

CUSTOMER CARE

Contact Customer Care for product information and sales:

- United States: 866-36-ARRIS
- International: +1-678-473-5656