

# ServAssure® NXT Performance Management

Insightful network and performance management for PON and HFC

## Why Do Something Different

- Pace of network complexity & variation is accelerating, outpacing ad-hoc approaches
- Providers are drowning in data without the insights needed to improve their business
- It's time to focus your resources on revenue generation, not managing tools and data



## Why CommScope?

### COMPANY

- Decades of industry expertise across service delivery environments
- Domain best practices continually refined from work with global service providers
- Professional services available to augment staff, improve ops processes, perform integrations, and more
- Reliable 24x7 technical support available globally

### PRODUCT

- AI/ML team refining data analysis methods leading to actionable insights
- ServAssure NXT platform provides a highly available, virtualized, single-pane of glass for monitoring HFC and PON
- Ongoing roadmap provides constant flow of new features, optimizations, and security updates
- Flexible hosting and deployment options available, enabled by our dedicated engineering team
- Full-time trainers 100% focused on educating our global users
- DevOps driven software lifecycle, means automated builds, testing, and deployment for reliable releases

## Business Value

- Helps operators shift from a reactive to proactive approach
- Reduce call center call volume
- Reduce OpEx dramatically via smarter and fewer truck rolls
- Improve quality of technician visits
- Minimize risk during network transformation process
- Save IT expense by consolidation of OSS tools and processes

## Situation

Today's service providers operate in highly competitive markets where consumers demand uninterrupted high-speed services to stay connected

To remain competitive, providers must continue to evolve their networks with technologies such as PON, DOCSIS 3.1, and Distributed Access Architectures (DAA) - but these technologies increase the complexity and scale of managed devices, providing a whole new set of challenges for providers trying to deliver the best customer experience.

CommScope's ServAssure NXT Performance Manager is designed to address these challenges, providing a hardware vendor and access network agnostic solution that relieves service providers of manual work—freeing them to focus on launching new revenue-generating products and assuring delivery of great service.

# Product Overview

The ServAssure NXT software suite provides comprehensive analytics, monitoring and insights for access networks, including PON and HFC. Globally deployed, it leverages comprehensive domain-specific analytics, centralized collection, data visualizations, and integration interfaces—taking the service provider operations to the next level.

In one platform, users have access to all networks and all regions, reducing time spent switching between tools and minimizing the need to built in-house tools. ServAssure NXT's proven track record of reducing call volume, repeat truck rolls, and unifying measurement and processes are a game changer.

**ServAssure NXT Performance Manager includes these modules:**

## ServAssure® NXT— Insight

Business intelligence, big data visibility, integration, and export, to help service providers make sense of their data.



ServAssure NXT platform is deployed globally. It's open and modular, architected to address the reliability standards of tier-one service providers, but lean enough to support smaller organizations. The system is highly configurable, highly available, and, while it can be deployed onsite, a growing number of operators are opting for the SaaS model – deployed in the cloud and fully managed by CommScope.

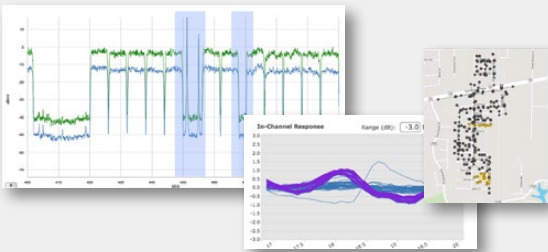
As an open system, ServAssure NXT system provides multiple paths for integration. Streaming telemetry is available for organizations that require a common, centralized collection source, highly performant APIs are available for real time queries & actions, bulk historical data is available from ServAssure's data lake, and highly customizable notifications allow operators to receive alarms programmatically.

With patented "finger-printing", and health scoring for plant & home visibility, ServAssure NXT platform provides organizations with a centralized place to view service delivery in a normalized way, across all hardware vendors and access technologies.

Contact CommScope to find out more about how ServAssure NXT Performance Manager can add value to your organization.

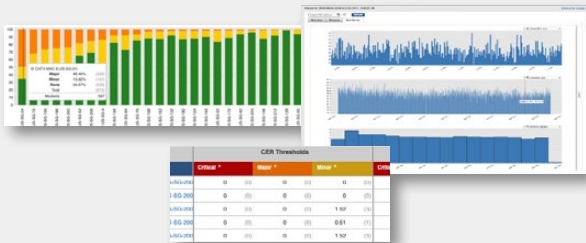
## ServAssure® NXT— Analyze

Service performance trending, risk analysis, and troubleshooting across HFC & PON networks—including high-rate graphing, real time tools, and the ability to drill down from enterprise & regional view down to individual neighborhoods and devices easily.



## ServAssure® NXT— Alarm Central

Automated identification and prioritization of existing and potential service impairments - Network Outage Management, Proactive Networking Monitoring, Fast Outage Detection, and Intelligent Spectrum Analyzer



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PA-116621-EN (05-22)