

## Home PM Key Benefits

- Reduce OpEx by 20 percent
- Improve customer experience and reduce churn
- Increase ARPU and revenue
- Improve dispatch
- Deploy easily in any access and home network

## Introducing Home Performance Management (PM)

The monitoring solution for multi-play service providers who must ensure the customer quality of experience and service

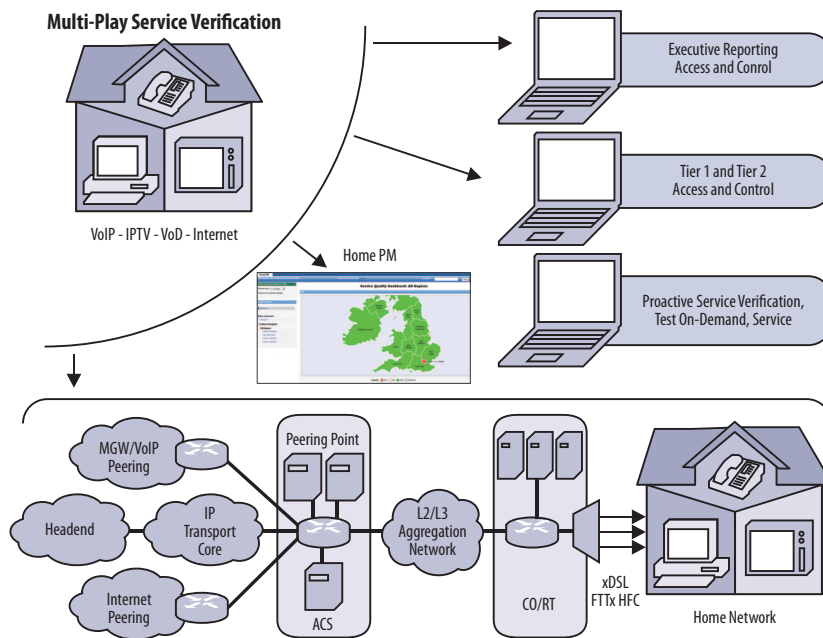
Detailed information about customers with degraded service, as revealed through the Home Performance Management (PM) solution, enables multi-play service providers to extend their service assurance capabilities into the home and provide high-level quality of service (QoS) and quality of experience (QoE). With proactive service fault management and continuous performance monitoring of home networking equipment (remote gateways and beyond to customer premises equipment [CPE]), Home PM automatically alerts providers to customers experiencing degraded Internet Protocol television (IPTV), voice over IP (VoIP), or Internet services. Once Home PM detects service degradation issues, it provides the critical information necessary to resolve the problem. Its rapid fault demarcation capabilities support in-service diagnostic testing and on-demand real-time data collection that facilitates fault investigation and root-cause analysis, reducing mean time to repair (MTTR).

## Escalating broadband services pain points

As an operator delivering broadband multi-services, you likely face some or all of these issues:

- Troubleshooting problems when network elements cannot see the services they are transporting
- Measuring video and voice quality when these services require visibility into the home and higher end-to-end quality than best effort
- Troubleshooting problems effectively when >75 percent of all issues occur in the access and the home network
- Proactively taking steps to eliminate multiple trouble calls and dispatches, when calls average \$20 and dispatches \$200, respectively
- Avoiding 1000 dispatches at a cost of \$200K/week without effective diagnostic solutions

# Home PM



## The value JDSU delivers:

*A major European operator achieved the following return on investment with the Home PM solution:*

- Reduce OpEx by 20 percent**
- Payback < 12 months**
- Dispatch Accuracy > 95 percent**

## What separates JDSU from the competition...

- Proactive KPI monitoring/ alarming that helps protect your revenue
- Guided troubleshooting independent of customer that is proven to resolve issues faster than any other alternative
- Scalable, distributed architecture to keep pace with broadband growth
- Currently deployed in many of the world's largest networks
- Our market leadership in broadband testing protects your investment

### Reduce OpEx by 20 Percent

Improve Customer Support Operations, reduce calls and call handling time to Customer Service Centers, reduce RG/STB replacements, and significantly reduce the number of truck rolls.

### Improve Customer Experience and Reduce Churn

Improve delivery of multi-services and availability in measuring the real customer experience.

### Increase ARPU and Revenue

Provide premier support services for key accounts and identify new market opportunities with existing customers (for example, HD IPTV, VoD, and Femtocells).

### Improve Dispatch

Leverage dispatch statements and root cause analysis on customer issues, enabling quicker and more accurate resolution.

### Deploys Easily in Any Access and Home Network

Use probe-less and client-less service assurance, network-agnostic supporting Broadband Forum and non standard-based equipment on access networks (such as ADSL2+, VDSL, GPON, FTTH, and HFC) and any transport network element or IPTV middleware, among others.

### Summary

The JDSU Home PM solution delivers proactive actionable information to significantly reduce your costs for delivering and maintaining broadband services to millions of consumers that increases customer satisfaction and revenues.