VIAVI Solutions

Brochure

VIAVI
Hosted XPERTrak
Resolve Problems That Matter Most

There are many systems available today to turn dashboard indicators red, but only XPERTrak™ also gives you the insight and tools to help you turn them green. Now available as a hosted solution, XPERTrak makes industry-leading PathTrak, HFC Assurance, and PNM tools even easier to implement and maintain.

Have you been wanting to focus your workforce on the issues that matter most – those that are impacting customers and creating churn risk, but couldn't due to budget or internal IT limitations? VIAVI has introduced a scalable hosted XPERTrak option to enable even small operators to enjoy the benefits of XPERTrak with lower startup and ongoing IT costs vs turning up and maintaining an internal server. Administrative effort is also minimized as VIAVI ensures that XPERTrak, server operating system, and databases are always at the latest versions. Whether you have 5,000 subscribers or 100,000, Hosted XPERTrak offers a secure, cloud-based option to help you improve your top and bottom lines by resolving issues that matter most.



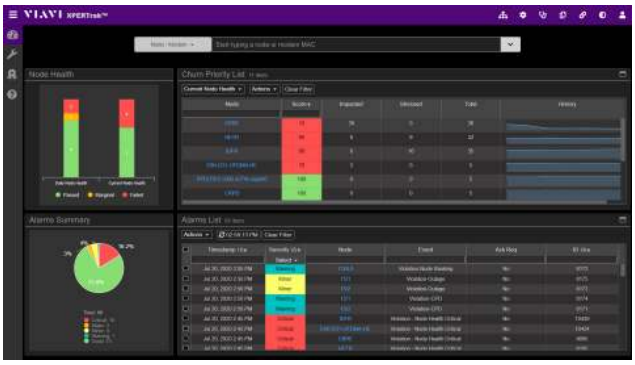
Benefits

- Fix what matters most by focusing on at-risk subscribers
- Know where to go and what to do to fix identified issues before customers churn
- Reduce MTTR and OPEX by optimizing every truck roll
- No internal IT infrastructure investment or maintenance required to keep system secure and up to date
- Accelerate system ROI achievement through rapid managed turn-up process

Applications

- Prioritize issues based on churn risk
- Reliably discern between single home and plant issues, dispatch correct workgroup
- Remotely localize many impairment types enabling dispatch to fix, not to find
- Support field find and fix through PathTrak and virtual spectrum analysis, monitoring
- Real-time notification of network issues through configurable alarming

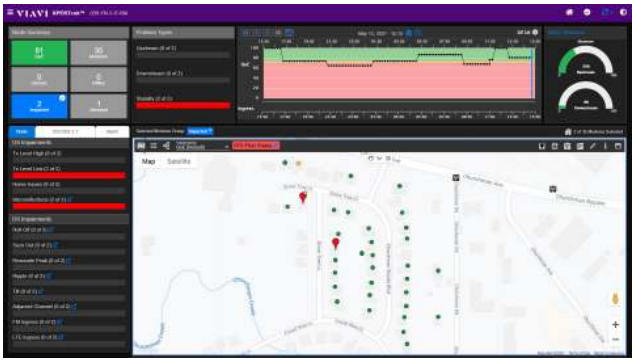
Identify Impaired Nodes and At-Risk Subscribers



- QoE Dashboard highlights worst performing nodes using adjustable QoE metrics
- Node-level roll-ups with drill-down granularity to per-subscriber QoE metrics.
- Trending displays to quickly identify chronic offenders vs. one-time occurrences
- Alarm status to flag nodes where immediate action is warranted

Service issues can be identified before subscribers call and repairs prioritized based on service impact.

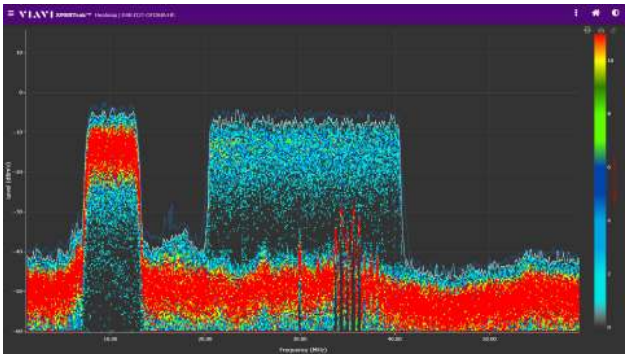
Correlate Customer Issues to Impairments

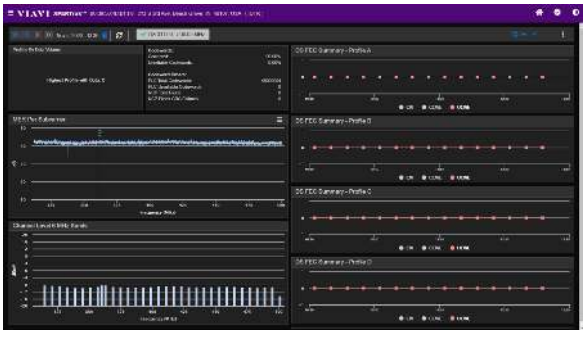


- XPERTrak correlates impacted subscribers with detected plant impairments
- Pinpoint specific issues to address to maximize customer QoE improvement and reduce churn
- Decades of domain experience leveraged to define appropriate impairment correlation algorithms
- Send the right person at the right time to fix the right issue versus requiring extensive field diagnostics
- QoE metrics readily available to field technicians on the tools that they commonly use

Identify and fix the issues that matter most, avoid throwaway truck rolls fixing issues that don't matter

Complete DOCSIS 3.1 Monitoring and Troubleshooting





- DOCSIS 3.1 metrics interwoven into existing XPERTrak HFC Assurance monitoring algorithms
- Summary views give a quick picture of network health based on OFDM profile distributions to drive proactive actions
- DOCSIS 3.1 Analyzer for on-demand troubleshooting of per-modem issues.
- Heatmap spectral analysis restores upstream ingress visibility for OFDM-A carriers

Only XPERTrak provides the full set of capabilities needed to effectively monitor, maintain, and troubleshoot DOCSIS 3.1 networks.

Comprehensive PNM Capabilities

- Finally a PNM solution usable by a wide variety of technicians, not a science project just for engineers
- Upstream auto-grouping, automated downstream impairment detection
- Overlay QoE status to see service-impacting PNM issues to fix now vs which to defer





What's Included?

Item	Hosted XPERTrak
Main QoE Dashboard	Included
Node Health Analyzer Display	Included
US & DS PNM Tools	Included
HFC Assurance Tools	Included
DOCSIS 3.1 Analyzer	Included
CMTS/Modem Displays	Included
Virtual (CMTS) Upstream Spectrum Analyzer	Included
XPERTrak SW Updates and Patches	Included
OS/Database Updates	Included
Live Technical Support	Included
Scheduled Data Backups	Included
Google Mapping	Included
PathTrak HW Support	Optional
Street Alarms	Optional
Plant Leakage Overlay	Optional
StrataSync Data Overlay	Optional
DAA Sweep	Not Available

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