Brochure

VIAVI

XPERTrak Professional Services

Seasoned experts for all of your needs.

Maximize the value achieved from your XPERTrak™ investment.

Now more than ever professional services are a critical component to ensure optimal operation and maximum payback from complex systems like XPERTrak. From initial system turn-up and mentoring to customized engineering consulting, our team of seasoned professionals is ready to help. Onsite or remote, VIAVI Professional Services can help you get the most from your system investment.

New System Turn-Up

Let our experts help you minimize the time and internal resources required to turn-up your new XPERTrak system and ensure a stable system at time of handover. From pre-turn-up planning through application installation and configuration, our experienced professionals can guide you through the process and avoid common pitfalls.

Operational Assistance

VIAVI Operational Assistants are experts on ensuring that XPERTrak systems are up to date, running at maximum efficiency, and always available to solve your critical problems. As the embedded eyes and ears of your system for VIAVI, your OA can rapidly spot anomalies in performance and quickly address or communicate back to VIAVI for resolution before your workforce is impacted. When issues do arise VIAVI support teams can leverage the OA's expertise and familiarity with your system to accelerate resolution.



Key Benefits

- Bring new systems online quickly
- Maximize system stability through proper turn-up practices
- Minimize system downtime resulting from improper configuration
- Users begin achieving value much more quickly vs. trial and error self-learning

Key Features

- Experienced staff truly experts with XPERTrak system and HFC maintenance
- Mix of onsite and remote options available to match specific customer needs
- Flexible per-day sales model eliminates need for signed SoW for some services

Applications

- New system turn-up and configuration
- Operational Assistance
- Mentoring
- Remote or onsite user training
- Integration with other systems
- Custom report generation

Mentoring Services

VIAVI XPERTrak Mentors work with your team to uniquely understand your business problems and integrate XPERTrak into your business processes in a manner to best address those challenges. Through a solid understanding of both XPERTrak and your business, our Mentors can maximize value realized from your systems by both broadening the user base while deepening individual use models. Internal expertise can rapidly be developed through mentor engagements which will continue to pay dividends for years to come.

User Training

While XPERTrak is much more intuitive than previous VIAVI systems and competing solutions, there will always be a learning curve associated with any new tool. Enable users to achieve maximum value from XPERTrak much more quickly through training from VIAVI. Content can be tailored to your specific needs, from basic user getting started training to advanced use case training we have you covered. Admin-specific training is also offered to ensure that system can be maintained at maximum effectiveness.

System Integration

XPERTrak is a complete HFC health system in standalone form, but can also be a valuable data feed into other data systems. Extensive APIs enable automated retrieval of the most commonly requested data, with all data being available in an open MySQL database. VIAVI experts are available to help explain data available from XPERTrak, how it can best be used by other systems, and assist with the actual API calls and/or database queries required to leverage this data.

Custom Reports

The comprehensive QoE-focused dashboards and reports in XPERTrak cover the most common needs of cable operators globally, but invariably there is some type of additional report desired to fulfill a need specific to a given operators business processes. Let the VIAVI team of experts work with you to understand your specific use case and design and build custom reports leveraging XPERTrak's API and mineable MySQL database to best fulfill your needs. Beyond just API and database knowledge, our experts have the IT and real-life operations domain knowledge to deliver an optimal solution.

Custom Consultation

Do you have a tough field problem identified by XPERTrak that you can't seem to figure out? Hire our experts to work side by side with your staff to interpret test results and if necessary go out into the field with VIAVI instruments to investigate. With decades of experience supporting field instruments and a global deployed base of >1 million nodes for HFC systems, our experts have seen it all and solved some of the toughest problems imaginable.

VIAVI Solutions

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