



# servicEye™

## IPTV Head End Monitoring Solutions

servicEye is built on award winning and industry proven IPTV quality assessment technology that provides a completely integrated IPTV monitoring solution

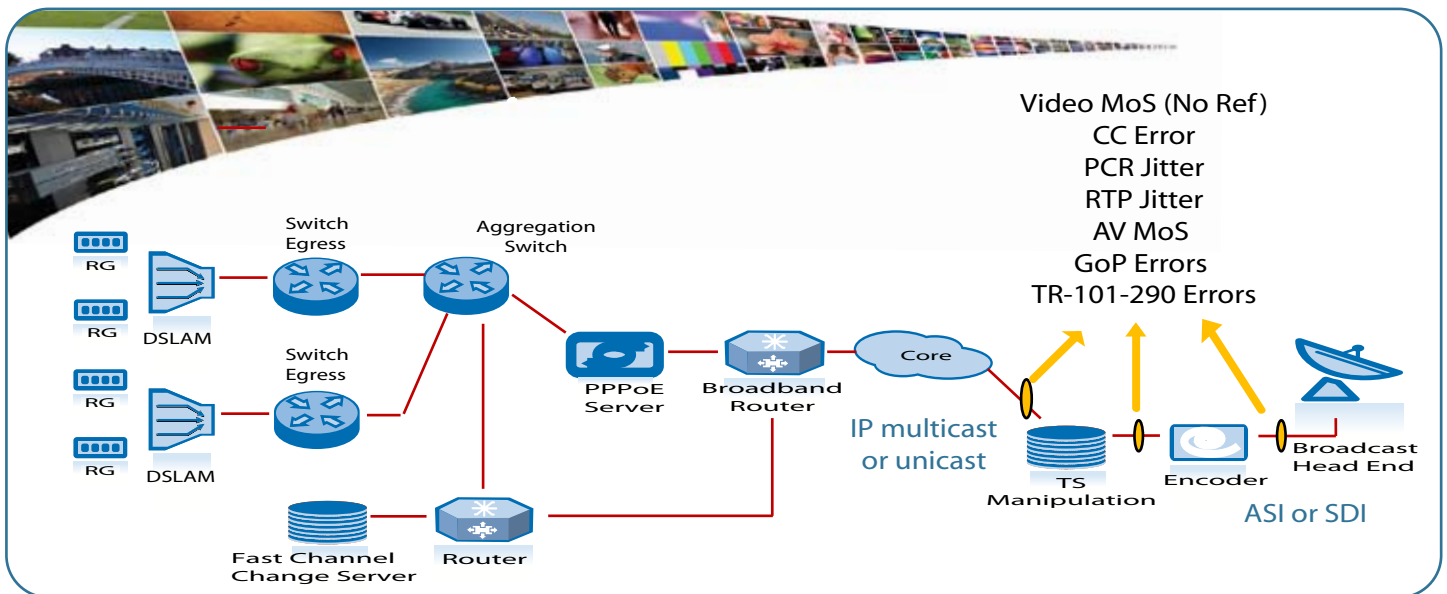
Monitoring Video and Audio stream quality at IPTV Head End is critical. Any flaw or errors in the payload at this key point will simply propagate through the IP network and appear as poor quality in the home. Head End monitoring not only helps guarantee the quality of the content being delivered to the subscriber, but enables the Service Provider to monitor the quality of the content being supplied to them.

### Why monitor content in IPTV Head Ends?

Service Providers pay expensive digital rights fees to stream content to their subscribers. Up to now Service Providers utilised expensive and bulky TV walls to monitor quality of the various sources. Head Ends are populated with stream manipulating devices which range from IP encapsulation to the more intricate streaming manipulation devices such as logo keyers, splicers and ad insertion. All devices on the streaming path impact quality; at a minimum they add latency and in a worse case prevent the audio / video stream from being delivered. Service Providers need to monitor both the ingress and egress of the IPTV Head End at a minimum to ensure content quality and availability.

### What is required in IPTV Head End monitoring?

Delivering high quality IP based video services means zero compromise when it comes to end user Quality of Experience. Real time monitoring of every IPTV channel is required to firstly verify content availability and secondly the quality of the content. For on demand services, Service Providers must ensure the content and the correct audio streams are available on the storage system. In times of poor quality, Providers need to quickly identify whether the network or Head End is at fault. If the fault is at the Head End, Service Providers can utilize a mix of passive and active stream analysis to isolate and resolve the issue. The ability to swiftly resolve issues ensures subscribers; quality of experience and reduces churn.



### Scalable Solutions

servicEye™ Head End provides full TR 101 290 quality metrics on the raw digital audio / video streams using IP and ASI or SDI.



### What benefits does Shenick servicEye Head End provide?

- ☑ Full range of IP network, video/audio protocols supported for all IPTV technologies, encrypted or non encrypted, for both high definition and standard definition TV
- ☑ Cost effective and scalable from one IPTV channel to hundreds of TV channels
- ☑ Ease of integration with existing OSS using industry standard protocols such as SNMP
- ☑ Easy to use with centralized, secure and fast access to probes
- ☑ Flexible statistics collection and wide range of reporting options
- ☑ Comprehensive support and technical services