

SciCare Broadband Services

Pointer 1.3.6

Description

Pointer 1.3.6 provides real-time collection and reporting of set-top and modem two-way connectivity status. This capability provides two critical needs of service providers: Rapid HFC Outage Detection and Robust Chronic Non-Responder Management. The product automatically identifies a common device as the source of the outage or chronic non-responders. By speeding up the time to identify and troubleshoot outages, the product reduces Mean Time to Repair (MTTR). By providing a more efficient and effective Chronic Non-Responder management the product can enhance revenue from Video on Demand (VOD) and Impulse Pay Per View (IPPV) purchases.



Features

- Quickly **Detects** and **Locates** HFC outages by real-time monitoring of two-way connectivity
- Efficiently identify worst performing HFC locations through automatically generated and filtered Non Responder Reports by Hub and Node
- Minimally obtrusive to your HFC network
 - No load onto HFC network
 - Minimal interaction with DNCS, minimal load onto CMTS
- Inputs
 - Automatic discovery of DNCS and CMTS architecture
 - Billing system information links set-tops and cable modems to physical location
 - Sniffer technique used to assess two-way connectivity status of set-tops
 - CMTS alarms Pointer server for two-way connectivity status of cable modems
- Process
 - Creates logical set-top and cable modem groupings
 - Compares grouping status against user set-able alarm thresholds
 - Correlates outages to highest common known denominator (i.e., node, amp, power supply)
- Outputs
 - Easy to Use dashboard GUI with Web Browser Client
 - SNMP Trap Monitor
 - Hub and Node Chronic Non Responder scorecards
 - SNMP traps

Ordering Information

Contact your Sales Representative for product availability in your area.

Part Number	Description	Price
4009312.10X.000.AA	Pointer 1.3.6 Monitoring Software License Tier 1	\$175,000.00
4009312.20X.000.AA	Pointer 1.3.6 Monitoring Software License Tier 2	\$125,000.00
4009312.30X.000.AA	Pointer 1.3.6 Monitoring Software License Tier 3	\$75,000.00
4009312.40X.000.AA	Pointer 1.3.6 Monitoring Software License Tier 4	\$35,000.00
4009312.50X.000.AA	Pointer 1.3.6 Monitoring Software License Tier 5	\$20,000.00
4009316	Pointer 1.3.6 Tier Upgrade License	\$50,000



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