



SOFTWARE SOLUTIONS



Through our Professional Services engagements we have developed methods and procedures (MOPS) to address operational pain points and growth opportunities. Common MOPS are automated into software tools that enable operators to improve their customer experience, manage their growth and productivity.



TV2 SCOM Management Pack

Alerts are tuned and classified by severity so you can cut down the noise and focus on the events that matter.



TV2 Client Monitor (aka DTry)

Combine infrastructure monitoring with device monitoring for an end to end view and automate the inspection of QoS performance levels in your install base of devices.



TV2 Client Sniffer

Automate data collection so you can troubleshoot and isolate incidents in real time or generate logfiles for technical escalation.



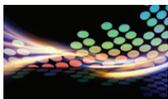
TV2 Insight

Generate reports to provide insight into subscriber growth, trends, usage patterns and correlate user purchasing behaviors.



TV2 Customer Support

Empower your CSR agents to interact with customers in real-time and with relevant data. This tool will allow CSR agents to control the customer's remote and see their TV.



TV2 Client Skinner

Automate the Client Skinning process for new STB's or new graphics and text generation.

PROFESSIONAL SERVICES

TV2 has engineering staff throughout the US & Canada with collectively 100+ years of experience integrating and supporting **Mediaroom systems.**

Planning

We design the right architecture and guide you through critical decision points such as vendor selection, capacity planning, and post-deployment support.

Deployment

We have deployed and upgraded 100+ sites worldwide. Our robust automation tools have shortened deployment times by 30+% and improved quality.

Support

We bring a holistic plan to Operational Support that includes certified engineering experts, proven MOPS & tools, proactive monitoring and reactive 24x7 incident support.

App Integration & Development

We provide programming support to integrate your ecosystem of applications as well as Mediaroom Lab environments for our customers' app development needs.

REFERENCE CUSTOMERS

ActionTec, Allo Communications, AT&T, Bell Canada, CenturyLink, CIMTEL, Consolidated Communications, Ericsson, Logic Communications, Lumos Networks, Maxcom Telecomunicaciones, Microsoft, PACE, Park Region Telecom, Restel Communications, Tbaytel, Telefonica, Vubiquity