VIAVI

Viavi 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. Spot at-risk subscribers before they churn by prioritizing plant issues based on customer impact. Address the issues quickly with integrated find and fix tools including field meter interaction. Virtualized system simplifies transition to new HFC technologies like Remote PHY and enables continuity of critical HFC maintenance capabilities.

XPERTrak is the next step in industry-leading systems from Viavi designed with an enhanced focus on at-risk subscribers. XPERTrak correlates data from deployed network elements and optional PathTrak hardware to assemble a QoE-based view of HFC plant performance. Designed with emerging technologies such as remote phy in mind, virtualization support is at the core of XPERTrak. Regardless of the underlying plant architecture or service provision equipment vendor in use, XPERTrak is the neutral solution to allow consistent service level measurement and superior find and fix capabilities across your entire footprint today and into the future.

Key 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
- Reduce customer calls
- Provides seamless transition to Remote PHY with vendor/architecture-neutral approach

Key Features

- Prioritize maintenance based on customer churn risk
- Service assurance and field find and fix capabilities in a single solution
- Fully supports PathTrak hardware and network element data integration
- Integrated PNM solution to illuminate HFC upstream, downstream, and home issues
- Consistent system-wide network performance assessment, vendor neutral

Applications

- Enterprise-wide trending of QoE-based KPI's
- Prioritize maintenance based on QoE impact
- Real-time alerts of service-impacting issues
- Monitor performance of new network technology rollouts (Remote PHY, DOCSIS 3.1)
- Remotely localize impairments and support find and fix process including meter interaction

Identify Impaired Nodes and At-Risk Subscribers

The XPERTrak Service Dashboard provides visibility into the worst performing nodes in an operator's system using adjustable QoE metrics. Node-level roll-ups are presented with drill-down granularity to per-subscriber QoE metrics. Trending displays are available to quickly identify chronic offenders vs. one-time occurrences, and alarm status is displayed to flag nodes where immediate action is warranted. Now service issues can be identified before subscribers call and repairs prioritized based on service impact.

Correlate Customer Issues to Impairments

Beyond just pointing out the worst nodes, XPERTrak correlates impacted subscribers with detected plant impairments to pinpoint which specific issues to address to maximize customer QoE improvement and reduce churn. Viavi draws on decades of experience to define appropriate impairment correlations and corresponding corrective actions. This allows sending the right person at the right time to fix the issue versus requiring extensive field diagnostics.

Minimize Subscriber Impact Resulting From HFC Issues

Advances in data analytics and correlation by Viavi have enabled more accurate dispatch and more efficient field find and fix process resulting in shorter time to resolution for customer-impacting plant issues. XPERTrak shines a spotlight on which specific issues are creating churn risk enabling rapid dispatch to address and restore services quickly. By making QoE metrics readily available to field technicians on the tools that they commonly use they can confirm that any fixes applied truly addressed customer impact, not just improved physical layer symptoms.

Ensure Consistency of Test Through DOCSIS3.1 and Remote PHY Transitions

DOCSIS 3.1 and distributed access architecture (DAA) implementations such as Remote PHY are disruptive to HFC monitoring and maintenance practices. Most MSO's plan to implement more than one type of DAA and use multiple vendors resulting in HFC plants with many different architecture/vendor variations. It will be challenging to develop standard processes to monitor and maintain networks this highly heterogeneous mix during the transition that will last a decade or more in most cases. XPERTrak insulates technicians from these underlying changes and enables a seamless transition to DAA or other network evolutions.

Fully Supports PathTrak Hardware

XPERTrak fully supports your deployed base of PathTrak hardware. It can do everything that previous PathTrak server versions could but adds a new streamlined workflow to quickly root-cause issues and verify fixes. While XPERTrak is a much more comprehensive solution than PathTrak, Viavi recognizes PathTrak's almost two-decade role as the go-to technical operations tool and has ensured that none of what users love about it is lost in its migration into XPERTrak.

Vendor-Neutral Solution

XPERTrak works equally well with data from all network equipment vendors--it is not a proprietary system tied to any single CPE, CMTS, or DAA vendor. Deploying a solution from an independent T&M vendor maximizes test and measurement coverage regardless of DAA vendor choices and reduces risk in second-sourcing network equipment – don't get locked into gear from a specific NEM based on T&M system chosen.