

Cable Edge Services



QAM counts and capacity requirements continue to grow for cable operators. There are more customers than ever, and more available services than ever. Meanwhile, operations are running lean. It's all a provider can do to maintain their live production network, let alone add new, mission-critical technology.

Harmonic can help.

Our Cable Edge Services team is dedicated to helping you deploy Harmonic video, voice and data solutions quickly and cost-effectively. Whether providing technical and operational leadership, supplemental manpower or field support, our goal is the same: make it easy for you to manage your cable delivery network so that you can focus on growing your business.

Many companies offer 24/7/365 service. What sets Harmonic Cable Edge Services apart is our unsurpassed expertise in managing live production networks. Our team of professionals includes technical support and field engineers with decades of collective experience in the cable industry. Our knowledge goes far beyond optimal deployment strategies and troubleshooting for Harmonic's industry-leading NSG™ edgeQAMs and Converged Cable Access Platform (CCAP) products. We also understand the intricacies of every ancillary system touched by the edge network, from back-office video control planes to IP backbones to deep-fiber HFC nodes.

Just as crucial, we respect our customer's unique business requirements — including the need to cutover new technology with no disruption to the live service. We'll even take on your project at a fixed price and on a set schedule. No more worries about open-ended billing. No excuses about missed deadlines.

HIGHLIGHTS

- System installation
- Service group testing
- Recovery of legacy systems
- Provisioning
- Cutover support
- Training



Available Services

Harmonic Cable Edge Services provides a complete family of support solutions, all designed to help you bring new capabilities online quickly and securely.

System Installation

- Assemble NSG 9000 and NSG Pro edgeQAMs on-site
- Perform racking and wiring of new chassis (in-rack power, coax/fiber and CAT5)
- Connect RF output to service group combiner
- Power up new Harmonic cable edge products and assign management IP addresses

Provisioning

- Update and maintain node combining plan
- Perform NSG software upgrades
- Transfer NSG licenses
- Configure NSGs per customer requirements

Service Group Testing

- Verify NSG configurations (with scripts, if required) for M-CMTS and VOD services
- Perform full system testing on controlled RF network
- Run diagnostics on all QAMs for each service group
- Monitor system stability

Cutover Support

- Collaborate on logistics with MSO technicians and NOC staff, both on-site and remotely
- Establish baseline for tune errors prior to cutover
- Swap cables from legacy edgeQAMs to new NSGs
- Monitor tune errors and adjust as needed

Recovery of Legacy EdgeQAMs

- Ship necessary boxes and return materials to hub site
- Manage all new and legacy QAM licensing
- Pack legacy licenses into boxes
- Palletize NSGs for shipment from hub site

Training

- Operations
- Troubleshooting

For more information about Harmonic Cable Edge Services, talk to your local Harmonic sales representative or contact Harmonic Professional Services:

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