

# DATAMINER CPE MANAGER

*Monitor service quality and availability  
more efficiently than ever before...*



Global leader in multi-vendor network management solutions



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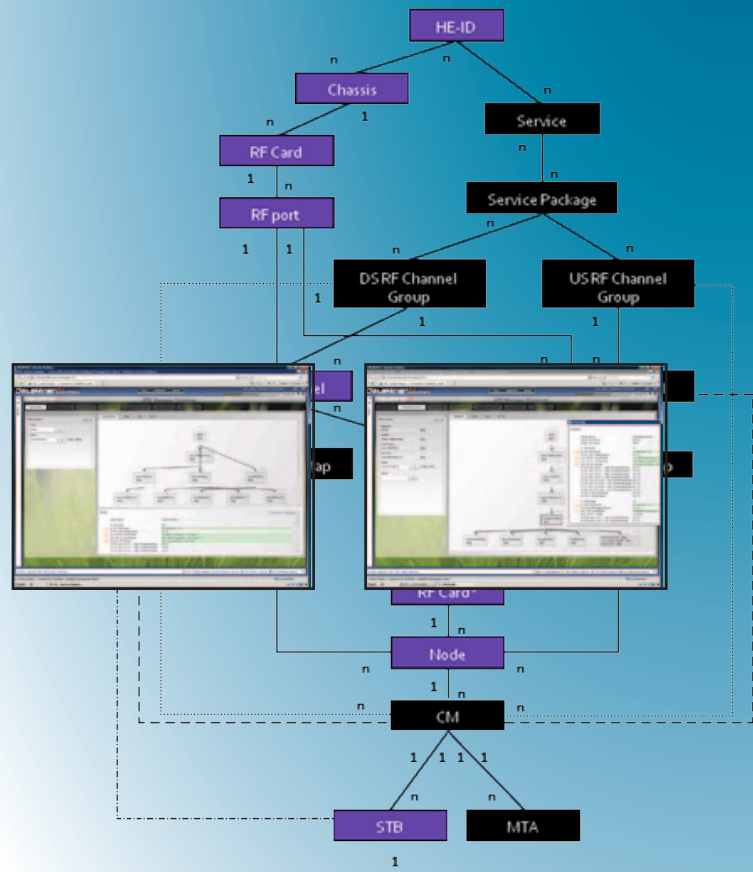
**DataMiner Customer Premises Equipment Manager** (DMS CPE Manager) is a cutting-edge software platform, specifically designed to monitor and manage the most complex IPTV, HFC broadband, satellite and other technology ecosystems end-to-end. The platform enables operators to collect key performance indicators across their entire installed base of CPE devices (e.g. cable or xDSL modems, set-top boxes and eMTAs), and to create an unrivaled visibility on the service quality and availability throughout the entire operational ecosystem.

By correlating the vast volumes of data collected from all system endpoints against a comprehensive network model, **DataMiner CPE Manager** has the ability to pinpoint any issues or emerging issues with surgical precision, no matter where they are located in the plant. **DataMiner CPE Manager** features full user-definable continuous round-robin collection of so-called Key Performance Indicators (KPI) from every single CPE device deployed in the field, and statistically processes those for different user-definable system layers (e.g. geographical and logical groupings such as streets, optical nodes, cities, DSLAM, CMTS, VOD groups, etc.) offering

operators comprehensive real-time consolidated information, alarming, trending and reporting, etc. at all those user-defined system levels.

**DataMiner CPE Manager**, with its open architecture and multitude of industry-standard interfaces, offers a seamless integration with any of your business processes, resulting in significant added value across all aspects of the operations (e.g. including overall QoE monitoring, engineering troubleshooting, help desk & customer support, marketing, etc.).

**DataMiner CPE Manager** is available as a standalone platform, with a multitude of interfaces for a seamless integration with all aspects of the operations (e.g. provisioning, OSS, trouble ticket systems, help desk environment, customer self care web portals, etc.), but can also be deployed as a fully integrated part of the renowned and widely deployed DataMiner multi-vendor NMS environment. The latter makes DataMiner the very first platform in the industry effectively enabling operators to view any possible active component in their ecosystem, from content acquisition in the headend to content delivery at the subscriber home, and across any possible vendor or technology boundaries.

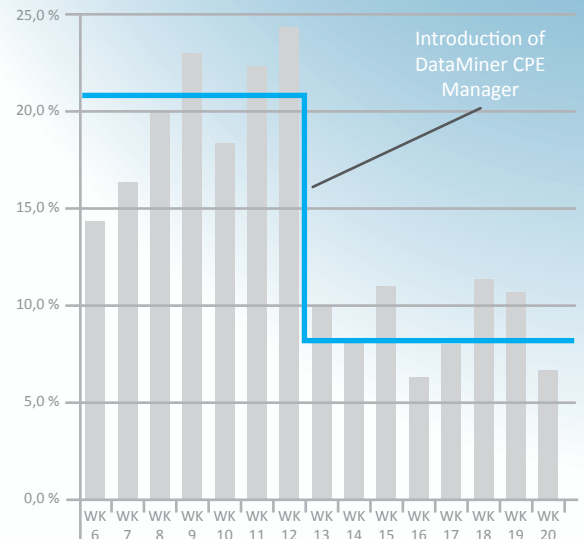


## Features

- Open architecture & industry standard interfaces
- CPE interfacing based on any possible protocol (e.g. SNMP, RTCP, proprietary, etc.)
- Supports native CPE information and/or any third party CPE agents & probes
- Scalable up to many millions of CPE objects
- High performance data processing capabilities
- DHCP interfacing
- User-definable correlation network model
- Automated Provisioning
- Data Warehouse Interfacing
- Help Desk Interfacing
- Stand-alone or integrated
- Northbound Interfacing

## Benefits

- Create unrivaled visibility on quality and availability of services
- Detect & resolve emerging issues before they affect customers
- Reduce number of help desk calls significantly
- Provide more accurate feedback to customers
- Plan pro-active maintenance
- Reduce operational expenses
- Deploy plant resources more efficiently



### Decrease in customer complaints

*“DataMiner CPE Manager has very quickly proven that its new service monitoring paradigm has an immediate impact. As issues are now instantly identified throughout the entire plant, even before customers are affected, operators can benefit significantly from a reduced number of calls, increased customer satisfaction, lower operational expenses, and much more. A unique opportunity to get a guaranteed recurring return for your operations.”*

## *About Skyline Communications*

Skyline Communications is the global leading supplier of multi-vendor network management solutions for the HFC broadband, satellite, IPTV and broadcast industry. Our flagship DataMiner network management platform, which received various prestigious awards, enables end-to-end integration of the most complex technical ecosystems and has been deployed by leading operators around the globe. DataMiner is today integrated with products and systems from many hundreds industry suppliers, and offers a plethora of functionality including unlimited web access, alarming, e-mail and SMS notification, long-term trending, professional reporting, advanced automation, intelligent correlation and root cause analysis, service management, real-time SLA monitoring, user-definable key performance indicator dashboards, spectrum monitoring, mobile access, powerful CPE management, and much more. One platform managing your entire operational ecosystem end-to-end, across all vendor and technology boundaries.