Optimize

Cost-effective & Powerful Data Insight

Capitalize on the Data

Your goal is to deliver the high quality, trouble-free video service you subscribers demand, while simultaneously increasing operational agility and reducing costs. As networks are becoming more complex and content costs continue to rise, savvy service operators are looking for ways to reduce costs by anticipating and eliminating churn due to dissatisfied customers.

Amino Engage Optimize, part of our cloud-based service management platform, provides a centralized view of quality of service and quality of experience metrics. They help Pay TV providers proactively identify service issues and give clear insight into issue impacting subscribers. Because Engage is cloud hosted, there is no need for costly hardware and complicated networking configurations which means that Engage can monitor any device on any network, in any home.

Features

◎ **Data Inspector** – Visualize the data you need about devices, connections, networks or accessories

⚙ **Predefined and Personalized Dashboards** – Create and manage your own data visualizations to power personalized deployment dashboards.

🖥 **Device Dashboard** – Graphical, easy to consume device health KPIs to quickly identify customer issues

🔔 **Alarms** – Establish baselines for any monitored metric and receive alerts when thresholds are exceeded

✎ **Consumption metrics** – Visualize historical channel and app usage

Optimize Your Video Service

Engage Optimize is a proactive data centric platform. The service monitoring client instantly turns every set-top box into a service quality probe – giving operators end-to-end visibility of video service quality. It does this by continuously monitoring not only the health of the device but also the quality of the video service being delivered. Pay TV providers can identify the metrics most important to them and easily visualize service and device parameters such as firmware versions, packet loss, WiFi signal quality, resource consumption, streaming bitrates, quality shifts and more. Using the built-in alarms service, you can customize your thresholds and know about problems before subscribers pick up the phone.

Developed based on 20+ years of experience in troubleshooting and fixing IPTV and OTT service issues, Engage Optimize focuses on the key items that are known indicators of a troublesome issues such as buffering, blocking, remote control functionality, video quality and more. With Engage's Virtual Group feature, you can group devices logically in a way that best fits with your deployment. This enables you to trace issues back to the root cause such as firmware versions, network segments or repeat offender devices. Now issues are identified and resolved before a subscriber calls.

Arm Your Agents with Powerful Device Dashboards

Service dashboards help agents visualize device health KPIs allowing them to quickly focus on any issues affecting service delivery to a particular device. Easily view network connection quality, memory and CPU consumption, RCU battery status, uptime and more.

With integrated KPI historical charts, users can see how a device has been performing historically and make correlations about service impacts such as low WiFi RSSI causing packet loss or High Memory consumption resulting in sluggish performance.

Optimize allows agents to initiate Integrated device actions like reboot, speed tests, remote view or factory default to quickly resolve configuration related issues - without navigating to complementary capabilities within the Engage platform.

Consumption Metrics: Gain Insight into what Content your Subscribers Access

As the cost of content continues to increase and the number of viewing options expand, it's more important than ever for operators to have a focus on delivering what consumers value most. Whether it is legacy channels or OTT streaming apps, Engage captures data relevant to what subscriber subscribers are watching, and how long they are watching it. This data can be used to reinforce content negotiations, identify high value ad slots or prioritize promotional campaigns.

Engage Optimize also provides metrics about the consumption of installed apps across the video service deployment. This data can be useful to identify specific content and gaming trends as well as pinpoint the use of potentially nefarious apps commonly associated with content piracy.

Sample Use Cases:

Quickly Identify Poor WiFi Connections

Find out which subscribers are suffering from low quality video service due to poor WiFi signal quality.

Memory Consumption Trends

Find trends related to memory consumption that could be indications of memory leaks. Compare performance across device models or firmware versions.

Poor Video Quality

Find issues with video quality to a subscriber or device by identifying connections with high video packet loss or consistent low bitrate profile selection.

Optimize Key Benefits:

Reduce customer support calls and truck rolls

Leverage the data you need to streamline your operations

Customizable dashboards to visualize the data important to you

Let us help you gain insight to the data that will help you simplify your service management process. Contact us to find out how we can help you deploy services more efficiently and maintain a high quality of service that exceeds consumer demands.

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