

TELENET unleashes DataMiner CPE Manager across millions of CPE devices

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Izegem, May, 2009 -- Skyline Communications announces a major contract with the leading Belgian cable operator Telenet for the roll-out of its DataMiner Customer Premises Equipment Manager (DMS CPE Manager) across the entire HFC broadband plant. The platform enables Telenet to continuously collect valuable Key Performance Indicators from more than 2.5 million CPE devices (including cable modems, set-top boxes and eMTAs) resulting in increased visibility of the service availability and performance. The powerful integrated correlation engine, based on a comprehensive multi-dimensional network model, aggregates in real-time the massive amounts of operational data to instantly locate issues with pinpoint precision, wherever it is located in the delivery chain. This industry-first is expected to redefine how operators can manage their operational ecosystem end-to-end.

Today, in an ever more competitive market, operators across different industries are in need of innovative solutions to increase visibility on their service quality, and to locate quickly any degradations and issues. By collecting key information from every individual CPE device deployed in the ecosystem (e.g. set-top boxes, cable and DSL modems, eMTAs, etc.), DataMiner CPE Manager creates and maintains an extremely detailed overview of the status of the entire operational ecosystem.

This data is then correlated at run-time against a comprehensive multi-dimensional network model, enabling DataMiner to locate the source of any degradation with surgical precision (e.g. on a specific street, amplifier, DSLAM, CMTS port, VOD group, etc.). The system also comes with unique self-learning intelligence, enabling it to immediately differentiate normal system behaviour and evolutions from genuine technical issues.

Aside from offering operators unprecedented QoS management capabilities, DataMiner CPE Manager also generates significant added value for many other aspects of the operations, including but not limited to capacity engineering, help desk and customer support.

DataMiner CPE Manager is available as a stand-alone solution, but can also be delivered as an integrated part of the already widely deployed DataMiner multi-vendor network management platform. Therefore, for the very first time in history, operators can now have at their disposal a single vendor-agnostic network management platform, capable of interacting with any possible active component in the ecosystem, from content acquisition to content delivery.

“This contract is another key milestone in the history of our renowned and already globally deployed DataMiner multi-vendor network management system. Never before has this type of capability been demonstrated, and most definitely not on this extensive scale,” commented Ben Vandenberghe, Sales & Marketing Director of Skyline Communications. “The solution has already been proven to generate substantial operational savings, and contributes to virtually all aspects of the operation. And the fact that it comes as a fully integrated component of our DataMiner System also results in important new potential applications for the future.”

“For quite some time now, it was very obvious to us that this type of technology is the ideal solution to efficiently manage our vast HFC broadband infrastructure. But knowing what you need and getting it is of course a different matter. Consequently, when Skyline announced its DMS CPE Manager, it was a no-brainer for Telenet to immediately invest in this emerging technology,” added Dirk Speybroeck, VP Service Assurance at Telenet. “The open architecture of the solution enabled us to tailor it exactly to our needs, and also to fully integrate it with our operations, including our NOC, data warehouse and help desk.”

About Skyline Communications

Skyline Communications (www.skyline.be) 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 such as Arab States Broadcasting Union, Belgacom, Broadcast Australia, Czech Television, European Space Agency, Eutelsat, Gateway Communications, GlobeCast, M6, MTV, Orascom Telecom, Overon, Roshan, RTL-TVI, Broadcasting Center Europe, Stratos Global, Telenet, Telenor, TelstraClear, TVE, UPC, Virgin Media, VOO, Ziggo, etc. DataMiner is today already integrated with over 1500 devices and systems from more than 250 key 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.

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