



cVOC

Comprehensive Video Monitoring with Real-Time Visibility into the Entire Network

In the competitive video services marketplace, successful deployments must meet or exceed today's high standard for a reliable and satisfying experience. Regardless of the end point device, consumers expect a high quality viewing experience, free from impairments, video delay and technology complications. To simply meet customer expectations, service providers and broadcasters are challenged with providing the highest QoE and QoS video performance.

Telestream's cVOC platform provides the industry's first real-time look into the health status of both linear broadcast TV and adaptive streaming video for complete visibility across the entire video distribution network.

Designed to simplify real-time monitoring of video services across multiple video network subsystems and streamline operations, cVOC provides data intelligence to correlate the aggregated QoS & QoE data on a per program basis from multiple IneoQuest video management systems. cVOC's ability to present data from iVMS® and iVMS ASM to provide a single view of video delivery health while efficiently pinpointing issues the magnitude of impact on the consumer experience. It is a scalable system that provides the essentials for true end-to-end video service assurance platform, simplifying the complexities of all the aggregated performance data collected by incorporating program availability measurements on a per program basis. So, no matter where you are located and what level of detail you require, simply log onto cVOC to access the data intelligence needed to monitor, troubleshoot and maintain the most valuable assets of your business success.

Applications

- Central real-time view across multiple video management subsystems for fault isolation and OPEX control
- Proactive monitoring correlating video quality of service (QoS) & quality of experience (QoE) across large scale video networks
- Account management functionality provides video distribution providers with an interface for their customers to see the quality of the services they are receiving

Key Features

- End-to-end visibility into the entire video delivery network
- Correlation of aggregated QoS & QoE data on a per program basis from multiple iVMS and iVMS ASM video management systems
- Supports SCTE-168 Program Availability measurements, the key performance indicator for video*
- Account profiles provide defined access to the views and information to meet the user's needs
- Simplified navigation and user-interface includes comprehensive views, tools and menu structure
- Topology view helps to better identify the root cause issues and provide analysis for alarms and reports based on the origin location

Real-Time Monitoring

Real-time monitoring allows a user to track the health of all video on a per program basis throughout the entire network; ABR, Linear Broadcast, or hybrid. This level of visibility provides proactive management of video service quality from its source to the viewer's screen. Automating the detection of video impacting events to rapidly isolate faults and send alerts makes the best use of valuable personnel resources that continually focus on improves response and resolution time.

Fault analysis is simplified with cVOC's user interface by providing multiple views of monitoring data based on flow, channel or probe. Drill down functionality allows a user to identify high level issues and immediately work in to the details for root cause.

Alarm Management

cVOC enriches alarm management for streamlining operations. The Alarm Manager within cVOC is a central location to view, manage, and take actions on alarms. Users can apply actions to an alarm; acknowledge, assign, annotate and close. With actions applied to alarms, a dashboard view provides the ability to benchmark operations team and video network performance.

With alarm management and program centric views of all the data from video management subsystems throughout the entire network, cVOC quickly indicates the source and magnitude of a problem allowing the accurate dispatch of resources to the exact point of the issue. With the ability to drill-down into the details of the data with just a mouse click, troubleshooting an issue is simplified and efficient.

Security

Account management and audit logs control and manage different levels of access to the cVOC system. The system can direct users to exactly the tools they need based on the user privileges assigned.

Configuration Management

With cVOC, you can:

- Create user profiles for users to view the real-time data from focused monitoring points that are of interest to them.
- Simplify the events that are reported by creating a customized description for each event/alarm/alert from any part in the video delivery network into a human- readable message.
- Categorize your services as SD, HD, VOD, Pay-Per-View, and Music to better understand how each is performing.
- Oversee and control the inventory of systems in the network from a single central point.
- Assign channel icons for improved visualizations.

