

VelociData Raptor

We give your pipes a voice



DELIVER A QUALITY EXPERIENCE TO EVERY CUSTOMER

Your networks are responsible for delivering a high Quality of Experience (QoE), yet most tools in today's modern cable plants only tell you about the state of your networks, missing out on real-time information that improves the QoE and customer retention. Current network tools help to identify and correct network issues—VelociData's Raptor goes one step further and alerts you of degraded QoE in real-time.

VelociData employs a patented technology to directly measure the QoE *for every customer*, without sampling, in real-time, so you can know you are delivering the quality you have promised. Our solution is service aware and content blind and even excels as encryption proliferates through the Internet.

VelociData's roots began in the Financial Services market. Our technology transformed the financial markets and drives over a trillion dollars in trades every day in an industry where enterprise class reliability is not just a nice to have but an absolute requirement. Velocidata is now bringing our innovative solutions to the Cable operator market to drive a similar transformation—giving your pipes a voice to speak for your customers.

Reduce Costs and Increase Performance

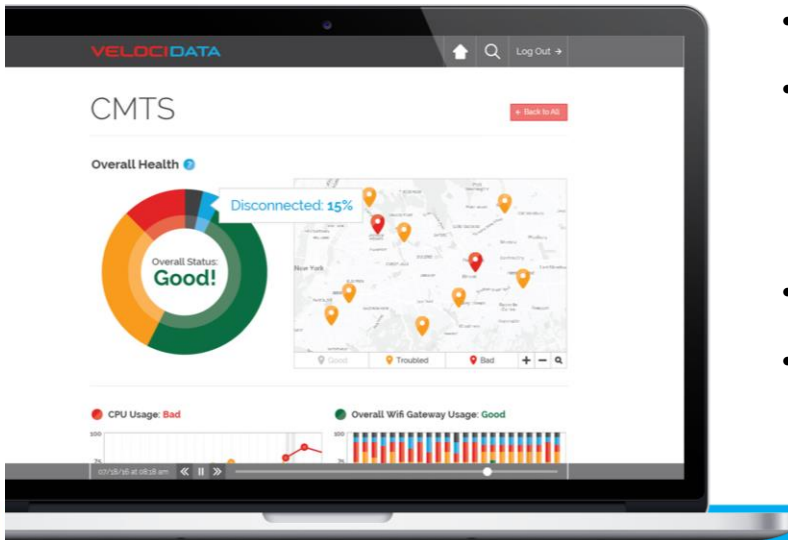
- Prioritize network and plant issues by QoE degradations to deploy technicians for the most impact
- Reduce repeat truck rolls
- Decrease call volume
- Increase network stability and performance
- Optimize existing capacity and efficiently deliver new services

Improve Customer Retention

- Directly measure the health of the services being delivered to an individual subscriber
- Enable proactive end-end service assurance for broadband content
- Diagnose customer problems and automate remedies and actions
- Efficiently model to improve plant performance for the delivery of new services (e.g., DOCSIS 3.1 high-bandwidth rollout)

VelociData – Focusing on the Customer

Manage your Customer's Experience in Massive Networks



- Identify the real customer experience being delivered to every customer in real-time
- Based on measured QoE, prioritize customers into logical groups:
 - Meeting or exceeding committed levels
 - Customers with single devices not meeting commitments
 - Customers with all devices not meeting commitments
 - "Neighborhoods" not meeting commitments
- Use classification and trend analysis of QoE to prioritize maintenance
- Combine QoE classification with SNMP/IPDR/Netflow/TR-181, etc., telemetry to find and automatically correct the root of the degradation

Capture Metadata for all Traffic Flows

- Measure and trend bitrate of IP VoD and OTT flows to every subscriber
- Correlate QoE degradations information with other telemetry (Netflow, SNMP, IPDR/SP, ...)
- Measure and trend a flexible set of QoS metrics without sampling

Real-time Visibility into the Network at Scale

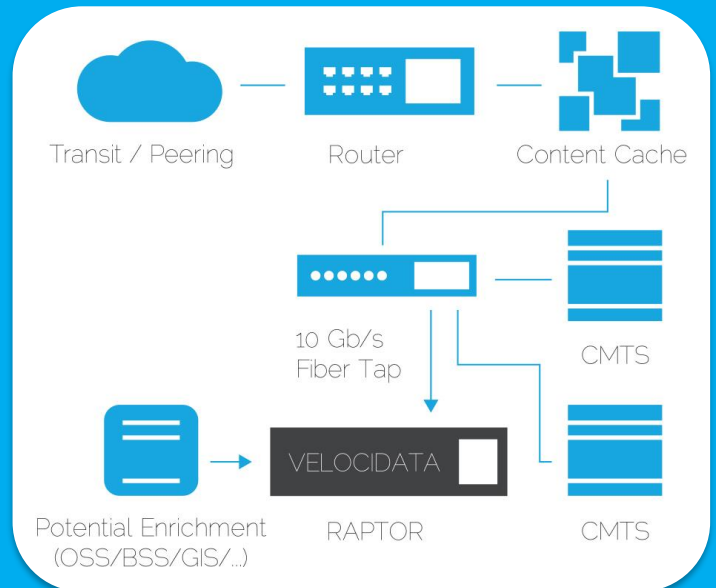
- Capture IPDR/SP, SNMP polls and traps, and syslog in an intelligent way that won't impact systems or content delivery
- Adjust dynamically in response to network load
- Reach through the CMTS/CCAP to provide visibility into the access network and even managed Wi-Fi gateways

Enable Predictive Analytics and Business Actions

- Score and trigger events against models in real-time on full volume of network data
- Actively manage network and DOCSIS devices to improve the network performance

Command Actions

- Transform telemetry, metrics, and events into action plans
- Optimize data delivery for model building
- Enrich, aggregate, tag, and filter data to help downstream systems generate value
- Enrich telemetry with external data (geolocation, billing info, etc.)



For more information, visit velocidata.com or to schedule a free demonstration email info@velocidata.com