

EDGEWARE SERVICE PORTFOLIO	
PROFESSIONAL SERVICES	Network Audit
	Online Monitoring
	System Customization
	Deployment
TRAINING	Edgeware TV System Advanced
	Edgeware TV System Overview
	OTT/IPTV Overview
MAINTENANCE & SUPPORT	Premium
	Basic



## MONITOR YOUR CRITICAL EVENTS TO ENSURE A TV DELIVERY WITHOUT BUFFERING OR GLITCHES

The Online Monitoring Service makes sure your critical assets, such as large live sports events or high profile TV episodes, are delivered with best possible end user experience. During a pre-defined period of time Edgeware experts monitor the Edgeware TV CDN system online to proactively mitigate potential issues that could affect the end user's viewing quality.

### WHAT IT DOES

The Online Monitoring Service offers real-time monitoring of the Edgeware TV CDN system during a pre-defined period of time. The service is typically selected in conjunction with large and/or critical TV delivery events such as sports events or premiere of high profile TV programs.

The service includes monitoring the system during the event as well as a healthcheck beforehand and reporting afterwards.

An Edgeware specialist is remotely connected to proactively monitor the status of the Edgeware system and mitigate potential issues before they become critical. This helps to ensure a critical event is delivered without any buffering or glitches to the end users.

### KEY BENEFITS

- ✓ Quick response to potential Edgeware network issues during a critical and high impact TV delivery event
- ✓ Real-time monitoring initiated before the actual event starts to mitigate issues before they become critical
- ✓ Review of capacity utilization is provided as part of the service
- ✓ Discover the risk for potential bottlenecks in the near future allows early actions to be taken

### HOW IT WORKS

1. Before the start of the event, the customer provides a list of the network elements that are part of the specific event delivery. Edgeware experts are given remote access to the relevant network elements, and the preferred communication channel between the Edgeware engineer and customer contact person is agreed.
2. A healthcheck of the system is performed prior to the event.
3. Agreed KPIs are reported continuously during the event. In the event of a potential issue, the Edgeware engineer will take immediate action together with the customer's engineers.
4. A summary report including a deeper analysis and recommendations is provided after the event.

## HOW TO DELIVER

The Online Monitoring Service is performed remotely by an Edgeware engineer in close cooperation with the appointed contact person at the customer.

## ONLINE MONITORING SERVICE - SPECIFICATION

### ONLINE MONITORING SERVICE

Status check of equipment prior to session (streaming and recording)
Online supervision and monitoring during agreed time period(s)
Detection and notification of abnormalities impacting the session
Perform corrective actions required for restoring service to normal state in shortest possible time
Provide periodic report of agreed KPIs and platform status indicators

### FOR MORE INFO ON RELATED SERVICES, PLEASE SEE:

- [Network Audit Service Data Sheet](#)
- [System Customization Data Sheet](#)
- [Deployment Service Data Sheet](#)
- [Training Services Data Sheet](#)
- [Maintenance & Support Data Sheet](#)