

# SERVASSURE-NXT | ServAssure® NXT

## Performance Management

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Intelligent performance management for PON and HFC networks

CommScope's ServAssure NXT solution suite provides end-to-end visibility across the entire service delivery environment, helping operators find and resolve problems before they impact the subscriber, and optimize operations to improve customer experience

Organizations transforming their networks, evolving toward distributed architectures and next generation access technologies, are controlling the complexity and achieving success with ServAssure NXT software. Maintaining home grown and open-source solutions has proven unsustainable as technology advances often outpace in-house development efforts.

### How it works:

ServAssure NXT Performance Management combines intelligent analytics with CommScope's domain expertise to help service providers unleash the power of data to prevent and solve performance issues. First, key performance information about the network, field service, and subscribers, is collected, normalized, and enriched, making it available to the organizations and applications that rely on it.

Then, an AI-driven platform is provided for deep analytics, helping you unlock key insights about your physical HFC and PON network, service quality, bandwidth & capacity risks, service theft, and upsell opportunities, guiding sound decisions and prudent investments.

### Proven Benefits:

- Increase customer satisfaction and lower the volume of calls to your call center
- Discover and resolve plant issues before subscribers are impacted
- Reduce OpEx dramatically via smarter and fewer truck rolls
- Improve quality of technician visits and Mean Time To Repair
- Save IT and ops expense through consolidation of OSS tools and processes
- Minimize risk during network transformation process

### The ServAssure NXT software portfolio includes the following:

**ServAssure® NXT - Analyze** provides service performance trending, risk analysis, and troubleshooting across HFC & FTTH networks – including high-rate graphing, real time tools, and the ability to drill down from enterprise & regional view down to individual neighborhoods and devices easily.

**ServAssure®NXT - Alarm Central** delivers automated identification and prioritization of existing and potential service impairments - Network Outage Management, Proactive Networking Monitoring, Fast Outage Detection, and Intelligent Spectrum Analyzer.

**ServAssure®NXT - Insight** provides business intelligence, big data visibility, integration, and export.

**ServAssure®NXT - Collection Platform** allows for flexible and reliable telemetry collection, real-time requests, and data enrichment.

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ServAssure NXT has been deployed globally. It's open and modular, architected to address the reliability standards of tier-one service providers, but lean enough to support smaller organizations. The system is highly configurable, and it can be deployed onsite, a growing number of operators are opting for the SaaS model – deployed in the cloud and fully managed by CommScope.

As an open system, ServAssure NXT provides multiple paths for integration. Streaming telemetry is available for organizations that require a common, centralized collection source, highly performant APIs are available for real time queries & actions, bulk historical data is available from ServAssure's data lake, and highly customizable notifications allow operators to receive alarms programmatically.

With patented "finger-printing", and health scoring for plant & home visibility, ServAssure NXT provides organizations with a centralized place to view service delivery in a normalized way, across all hardware vendors and access technologies.

### How we work:

The ServAssure software team leverages a development operations (DevOps) approach to deliver its software solutions with the highest possible quality, while speeding the delivery of new features and updates. By fostering a culture of constant communication throughout the product development lifecycle, and leveraging automated continuous build and test processes, the ServAssure team delivers an ever-expanding roadmap – providing continuous value to customers.

## Product Classification

**Regional Availability**      Asia | Australia/New Zealand | EMEA | Latin America | North America

**Product Type**              Service assurance software