



Proactive Repair
Technician
Productivity
Diagnostics
Expert Systems
Wet Cable
Corroded Cable
Maintenance
Customer
Experience
Priority

Expresse Solutions:

Outside Plant Maintenance

Expresse[®] Solutions Outside Plant Maintenance offering brings significant advantages to broadband service providers for delivering an optimal customer experience with reliable, high speed broadband service.

The solution allows providers to proactively identify and resolve cable-related faults in the physical plant prior to receiving complaints from dissatisfied customers. As part of the solution, providers can more quickly detect factors that may gradually degrade the customer experience over time.

Expresse Solutions Outside Plant Maintenance can also help enhance cable maintenance operations with the ability to identify and isolate “high impact” problems that affect multiple customers. The solution provides detailed guidance for locating and resolving the potential source of the problem.

Highlights

Outside Plant Maintenance assists service providers in a number of activities to ensure an optimal broadband experience:

- More quickly and effectively recover from a storm or similar event that impacts the integrity of the cable plant;
- Improve the customer experience and avoid customer support calls by proactively identifying and resolving performance degradation caused by wet or corroded cables;
- Validate and prioritize backlogged cable maintenance work orders in order to fix the worst problems first;
- Provide the customer care agent with an accurate diagnosis of cable-related faults and automatically disposition the trouble ticket to the cable maintenance department; and
- Enable the cable maintenance crew to test for cable-related issues in the field, for instance to pinpoint the location of the problem or to verify a fix.

Expresse Solutions Outside Plant Maintenance Diagnostics

Summary		
Cable 600171		
WET Indication on 10/25/2013		
Estimated location from DSLAM: 802m		
Details		
CO ID	AB-LYG1	
Feeder Cable	1235	
Distribution Cable Segments	600012, 6000171	
Problematic Segment	600171	
Problem Type	WET	
Detection Date	10/25/2013	
Affected Lines: 10001010, 10001011, 10001020, 10002015		
SELT Results		
Line_id	Fault Detected	Fault Distance
10001010	Y	800m
10001011	NA	NA
10001020	Y	817m
10002015	Y	790m



Central Office

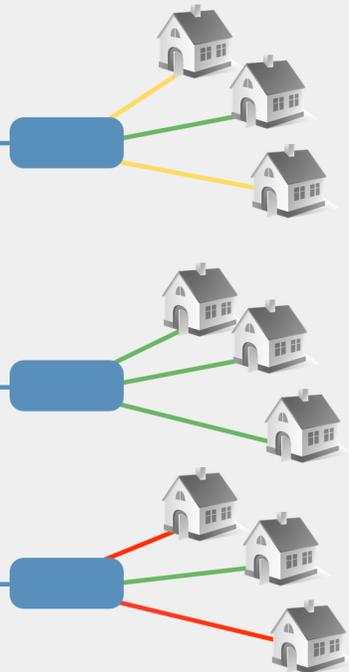
Main Feeder Cable



Wet Cables

Distribution Cables

Corroded Cables



The Outside Plant Maintenance offering helps providers to more effectively prioritize cable maintenance tasks to focus on those repairs that have the greatest overall impact on the customer experience (for instance, based on the severity of the issue and the total number of customers affected).

System Requirements

DSL Express v. 3.7 or higher (TBD) with the following DSL Express software modules:

- Performance Evaluation
- Real-Time Performance Evaluation
- SELT
- Outside Plant Engine

About Express Solutions

ASSIA Express Solutions give service providers a deeper understanding of factors that impact strategic business objectives including growing revenue, improving operational efficiencies, and increasing customer satisfaction.

ASSIA | Express Solutions - Outside Plant Maintenance



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