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.
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 Expresse v. 3.7 or higher (TBD) with the following DSL Expresse software modules:
- Performance Evaluation
- Real-Time Performance Evaluation
- SELT
- Outside Plant Engine

**About Expresse Solutions**

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