REMOTE VIDEO MONITORING

RVM

POST-STB-MONITORING, LOGGING, AND TROUBLESHOOTING

Multi Video Program Distributors (MVPD) are caught in a hyper-competitive marketplace. They provide a growing array of linear, on-demand, targeted advertisements and interactive video services to maximize customer quality of experience (QoE) while minimizing costs.
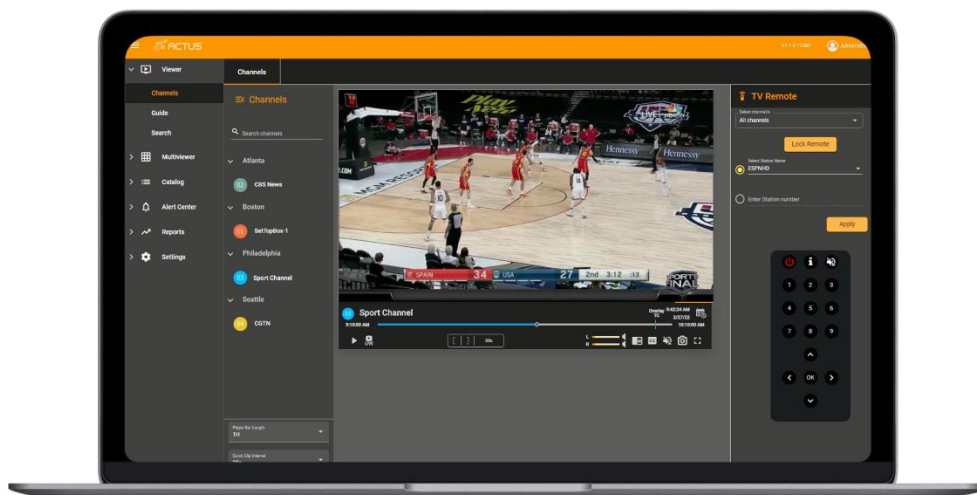
MVPD's are challenged amid the growing complexity of the service, network, and STB infrastructure needed to deliver these new services. Viewing data and statistics from analyzers in the head-end is good but is not enough anymore. MVPD's need to know that all services and ad placements are working as close to the customer as possible.

Based on **Actus Digital's Intelligent Monitoring Platform**, the industry's best compliance and monitoring solution deployed at over 600 broadcasters, networks, government agencies, and teleport sites around the globe, comes the Actus Remote Video Monitor. The Actus Remote Video Monitor allows MVPD's to monitor hundreds of channels from hundreds of geographically dispersed locations, troubleshoot real-time video issues, and verify local ads were inserted and timed correctly, all from a single interface. The Actus Remote Video Monitor is for any MVPD or advertisement company that wants a live view of any channel from one or multiple remote location(s) or to know the customers' experience remotely. With its 24x7 recording and proactive monitoring of linear, on-demand, and interactive services, with streaming of live or recorded video, the Remote Video Monitor allows operators to identify problems before customers do, troubleshoot issues quickly and easily when issues do arise and avoid costly truck rolls for service.

KEY BENEFITS AND KEY FEATURES

- Simple to set up and use
- Monitor High-Value Events
- Assurance of all video services
- Accurate knowledge of customer experience
- Improved troubled shooting time
- Enhanced customers' retention
- Proactive Monitoring of targeted Ad placements
- Ad or Program Verification
- Real-time troubleshooting
- Chronic troubleshooting
- Providing visibility of MPEG impairments
- Comparing content from ingest through the edge

REMOTE VIDEO MONITOR SOLUTION SW

- Post-STB monitoring, logging & troubleshooting
- SD and HD via HDMI
- Real-time troubleshooting
- 24x7 A/V recording for seven days
- LAN/WAN Video Streaming – live or recorded
- Remote control integration with IR based remote control
- Efficient 1U design
- Custom thresholds with SNMP/email alerting

ACTUS REMOTE VIDEO MONITOR KEY USE CASES

REMOTE MONITORING OF VIDEO SERVICES

This is the primary use case of Remote Video Monitor. Allows Manager, technicians support personnel to remotely view live content from any channel as if they were sitting in front of a TV at that hub or head-end location.

MONITORING OF HIGH-VALUE EVENTS

Any video or audio anomaly that impacts viewing on any channel must get resolved in the quickest possible time. It is even more so when any broadcaster or network is airing a national event watched by households across the country. These high-value events are critical to the success and reputation of the MVPD. Some MVPD's will deploy personnel to remote locations to monitor from specific locations. Using the Actus Remote Video Monitor coupled with Mosaic, Actus's Multiviewer allows technicians and support personnel to remotely see the high-value event from multiple locations, all in real-time and in one view.

ADD OR PROGRAM VERIFICATION

The Remote Video Monitor can be repurposed at select times to change channels and then record and perform A/V quality checks on ad insertions or high-value programs by utilizing the Lock remote feature. The system allows for easy clipping and exporting of the full motion, full-frame rate A/V assets recordings of the A/V assets for troubleshooting or proof of delivery.

TROUBLESHOOTING VIDEO SERVICES REAL-TIME

By utilizing the manual/remote mode, users can stream live video and control the STB with all the buttons on the virtual on-screen remote control or customizable scripts. This enables operators to monitor the health of video services continuously and quickly troubleshoot problems.

TROUBLESHOOTING CHRONIC PROBLEMS

By utilizing the logging recording capability of the Remote Video Monitor, providers can have a continuous record of the customers' experience. When chronic problems arise, the operator can share an A/V record of the impairments, helping to troubleshoot and isolate the fault's cause quickly.

PROVIDING VISIBILITY OF MPEG IMPAIRMENTS

By utilizing the triggered recording in the Proof of the Experience module, operators can use the Remote Video Monitor to provide visual proof of experience around MPEG impairments. Utilizing SNMP alerts from a MPEG Transport Stream Analyzer, the Remote Video Monitor dials a channel and provides an A/V clip around the MPEG impairments. This clip allows operators to focus their efforts on impairments affecting the customers' experience, raising service levels, and saving technician dispatch costs.

COMPARING CONTENT FROM INGEST TO THE EDGE

If Remote Video Monitors are deployed at network ingest, local hub points, and at the edge of the network, the operator can quickly synchronize the probe views and isolate current or historical/chronic problems rapidly and easily. In response to a trouble, the operator can bring up an affected edge probe, one at the associate hub, head end, and one at network ingest. The probe views then are synchronized to the time of the reported fault, and the operator obtains a real record of the resultant customers' experience at each location.

Other modules offered by Actus media platform:

Actus compliance logging and monitoring (View)
Actus OTT Monitoring
Actus content re-purposing (Clip Factory)
Actus Rating Analysis (Rating Analyzer)
Actus TS Analysis, Real time Alerts
Actus TS Native
Actus Automatic ads detection (AdWatch)
Actus AI integration
Actus Multiviewer (Mosaic)
Actus Content matching (Track Match)