

PNM: Improving Workforce Efficiency and Subscriber QoE

No longer are “Alarms” the first line of defense



Brady Volpe
brady.volpe@volpefirm.com

Brady Volpe is founder of The Volpe Firm, Inc. and Nimble This LLC. He has 25 years of broadband cable and telecommunications industry experience, specializing in DOCSIS, PNM, RF, system design, troubleshooting and Internet protocol. He is a highly respected published speaker, domestically and internationally. He also hosts a popular industry video and podcast “Get Your Tech On” on all things DOCSIS, featuring cable operators and vendors discussing technology and issues facing the industry. Mr. Volpe holds BSEE and MSEE degrees.



Nimble This®

info@nimble-this.com
470.809.0061
www.nimblethis.com

Proactive network maintenance (PNM) is used by the world’s largest cable operator and by operators of all sizes globally with great results. It has become the essential tool in the industry for many operators. Cable operators are looking to improve subscriber quality of experience (QoE) and have realized the added benefit of streamlined operations. This is a one-two punch, improving operators’ bottom lines and even improving their market share via improved QoE.

Service providers face new and unprecedented demands on their network whether it be the current download of Fortnite or the latest popular binge watching event to go viral on Netflix or YouTube. To remain competitive, the network must meet that demand and QoE while also reducing OPEX. Networks require a high level of reliability and Nimble This’ PNM is here to answer the call. There are still some doubters, but let me make the case.

Fewer service interruptions mean improved customer satisfaction, increased efficiency and reduced call center service calls. This allows operators to streamline workforce operations and significantly reduce “firefighting mode.” “Alarms” should be the last resort of maintaining a healthy network and should no longer be seen as a line of first defense. Nimble This, the commercial leader in the PNM space, created a user friendly tool, based on the DOCSIS standard. A technician can predictively and easily see that the network has an issue, accurately locate the network impairment and identify the corrective action required to fix the network impairment. That reduces both troubleshooting and issue resolution time. Time is money! All this is done while acquiring instantaneous feedback from the tool to verify the fix. This allows operators to reduce OPEX while improving reliability, QoE and introducing new services.

In addition, technicians can use their smart devices and have full visibility of all cable RF signals delivered to the subscriber’s home without needing to enter the home - this is a game changer. This is incredible and has many benefits such as equipment savings, time savings and the benefit of better service to the subscriber. An operator can get upstream remote spectrum analysis capabilities in the

network for a lot less than traditional spectrum analysis test equipment. Available on many CMTSs including Arris (E6000 and C4), Cisco (cBR8 and 10K) and next generation Casa CMTSs. Inquire for more information.

Furthermore, impairment detection and identification captures have never been easier: suckouts, standing waves, resonant peaks, adjacency, roll-off, tilt, and FM radio ingress. Data collection eliminates transient problems that can be easily missed with traditional test equipment. For example, no longer will a cable operator need to schedule a costly truck roll to a subscriber’s home, in the process aggravating the subscriber, to see if there is too much roll-off.

Our mobile app enables cost savings to operators via operational efficiencies, and a better quality of experience to subscribers. Technicians can use the mobile app tool to find nearby impaired modems, review the impairments for the modem, and rescan the modem to verify the impairment has been resolved after the work is completed.

Nimble This works seamlessly with DOCSIS 3.1, DOCSIS 3.0, and DOCSIS 2.0. We do work with some traditional tool vendors to bring the best-in-class and ultimate experience back to the cable operator. Combining our products will help bring amazing results to the network.

We continue to expand and build upon our product to help operators realize better operational efficiency by including: CM look up, CM installer, CM birth certificate, Where’s My Truck, ticketing, work orders and much more. Working smarter with better operational efficiencies and predictive impairment detection to reduce time to locate and address impairments while improving QoE and maintaining subscriber loyalty is the foundation of Nimble This’s PNM solution.

A subscriber will less likely check speed test as long as they don’t see a buffering page while watching the last critical minutes of a movie or while playing their favorite game. Subscribers care that the cable industry offers fast reliable service. Cable operators need to proactively maintain the HFC plant, the DOCSIS network and the connected home. As an industry we need to meet the expectations of our demanding subscribers and PNM is the path forward.