

Congestion Management for DOCSIS Networks

Tackle Network Gridlock and Improve Subscriber Experience



Downstream traffic has reached historic levels, and the growth in upstream demand has been even more pronounced. This increase in network congestion for broadband providers can have a negative impact on the subscriber experience, and can lead to an increase in support calls, truck rolls, and possibly an unnecessary investment in additional network capacity. This bottleneck also disrupts productivity, hinders communication, and compromises critical services.

Congestion Manager is a scalable, cloud-based usage management solution that gives you the ability to accurately track subscriber usage and apply net neutral bandwidth management policies that will ensure your network remains responsive and capable of handling escalating bandwidth demands, while also providing an opportunity for increased revenue.

Congestion Manager collects and analyzes network traffic and resource use along with subscriber data usage and package trends, giving you powerful visibility into the performance of your network. You can easily identify users who are approaching and exceeding significant utilization levels and apply policy actions. You can also target subscribers who can benefit from a package upgrade, which improves their satisfaction and your bottom line.

Features

- Easy to deploy and configure. 100% cloud-based, with vendor agnostic data collection and processing.
- Provides a complete subscriber-network topology and identifies points of congestion, usage levels and behaviors
- Flexible configuration and dynamic application of network management policies
- See interface utilization in real time and get quick access to network health and individual subscriber usage statistics
- Access network planning, trending and forecast reports

Benefits

- Monitor usage and dynamically enforce bandwidth policies on the fly
- Implement usage policies and pricing based on the amount of bandwidth used, as well as when it is used—hour by hour, each and every day
- Reduce the need for new equipment, node splits and new lines
- Increase revenue as heavy users migrate to higher-paying service tiers
- Improve your overall subscriber experience through the equitable delivery of broadband service for subscribers
- Provides a much-needed bridge between addressing immediate congestion issues and the assessment of long-term infrastructure needs



For Network Managers

Flattening usage growth extends the life of your network. You can avoid or delay implementing node splits, and reduce the need for new nodes, and new fiber or cable runs. You can also cut down on unnecessary site visits from technicians.



For Finance

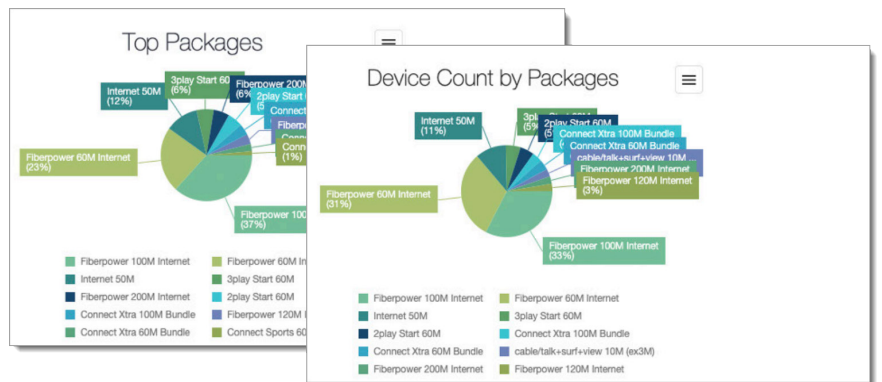
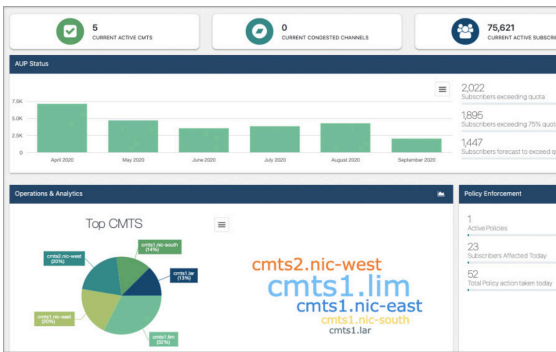
Lowering customer usage helps spread out capital expenditures over time, limiting the need for incremental equipment investments. You can also save money by a reduction in call volume in your Call Center and fewer truck rolls. Plus, you can realize increased revenue by right-sizing subscriber packages.



For Your Subscribers

By facilitating the equitable use of your bandwidth, you will improve the quality of experience (QoE) for all subscribers. You can also provide subscribers the opportunity to upgrade their package to one that is more suited to their needs, avoiding monthly usage fees and reduced QoE.

Comprehensive Reporting and Actionable Intelligence



A user-friendly dashboard provides detailed and actionable analytics regarding bandwidth use on your network. For example, drill-in to get granular information on package and subscriber use.