

# UNLEASH

## your demand for **BROADBAND**

### ALOPA MetaServ™

FULLY-INTEGRATED OR A LA CARTE PROVISIONING FOR HIGH-SPEED DATA, MULTIMEDIA, EMAIL, WEB, VOICE AND VIDEO OVER IP

COMPLIES WITH DOCSIS®, PACKETCABLE™, AND CABLEHOME™ SPECIFICATIONS

FAULT-TOLERANT, FAILSAFE OPERATION FOR CARRIER-CLASS RELIABILITY

INTEGRATED DHCP, TFTP, AND TQD SERVERS WITH AN SNMPV3/V2 STACK

SELF-CARE AND SELF-ACTIVATION INTERFACES

REMOTE MODELING AND DEPLOYMENT FOR OPTIMAL SERVICE ROLLOUT ACROSS GEOGRAPHICAL REGIONS AND NETWORK ELEMENTS

SIMPLE WEB-BASED CSR, TECHNICIAN, AND SUBSCRIBER INTERFACES

APIs FOR INTERFACING TO THIRD-PARTY BILLING, ORDER ENTRY, AND CUSTOMER CARE SYSTEMS

COMPREHENSIVE PERFORMANCE MONITORING, NETWORK HEALTH CHECKS, AND REPORT GENERATION

DISTRIBUTED ARCHITECTURE FOR EFFECTIVE SCALABILITY

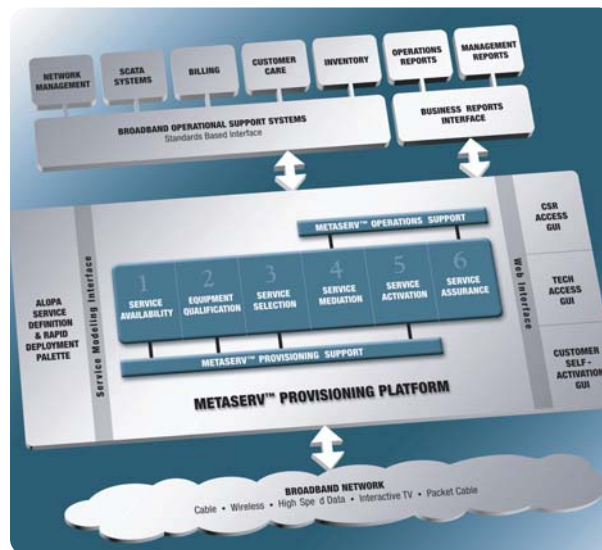
MULTI-ISP SUPPORT FOR SERVICE SELECTION AND DEPLOYMENT

**THE ALOPA METASERV™** platform provides unparalleled business and operational benefits to broadband service providers with its fully-integrated, end-to-end provisioning and IP management solution. The MetaServ™ system is the only one in the industry to automate the entire subscriber lifecycle - from equipment qualification through customer support - and integrate all layers of the IT infrastructure, including billing, order entry, customer care, and network management. In addition, the MetaServ™ framework deploys high-speed data, Internet telephony, multimedia, home networks, and more in one robust, highly-scalable platform.

**BROADBAND SERVICE PROVIDERS** face significant challenges when deploying new services in a complex, converging, and

competitive market. Top among these is improving time to market for the new services that customers demand. Piecemeal products offer no help. Service providers need an integrated, scalable, and flexible solution that cuts existing deployment costs and ensures proper service management while enabling rapid introduction of new services, more efficient subscriber acquisition, and improved customer retention.

**ALOPA METASERV™** accomplishes all this and more. Its flexible and modular architecture masks business and physical-level complexities through well-defined interfaces, and provides a transparent, vendor-independent approach to deploying broadband data, voice, or video.



### New For Alopa MetaServ 3.0

- **CableHome™** provisioning for home networking systems
- **Health checks** for proactive monitoring of modules and servers
- **Improved package support**, including multiple packages per subscriber and ad hoc package definition
- **Remote modeling** and deployment through a Windows-based interface
- **Assurance enhancements** including modem, CMTS, and MTA device monitoring
- **Simplified APIs** for interfacing to third-party billing, order entry, and customer care systems



## Benefits

Alopa MetaServ's™ flexible and extensible environment provides tremendous benefits to key business units within your organization:

**Sales and Marketing:** The Alopa MetaServ™ modeling tool lets you quickly create and deploy new, differentiated services, thereby speeding return on investment.

**Field Operations:** Powerful client-side qualification tools as well as subscriber and technician interfaces reduce the phone support and truck rolls needed to activate and manage accounts. In addition, advanced monitoring and diagnostic tools ease troubleshooting and problem resolution.

**Billing and Customer Care:** Interfaces to billing and customer care systems reduce the time required to activate subscribers and eliminate the need for custom development and integration.

**Network Operations Center:** Customer-centric monitoring capabilities complement existing device-level monitoring tools at the NOC. Correlating subscribers with their network elements (CMTSs) allows for quick diagnosis of problems. And, advanced monitoring and reporting options enable inventory management, IP reports, and capacity planning to ensure optimal service deployment.

### Roll Out New Services Faster

- Speed deployment of new services with libraries of predefined services and an easy-to-use graphical user interface (GUI)
- Deploy DOCSIS®, PacketCable™ and CableHome™ services

### Ease Subscriber Acquisition

- Reduce truck rolls through subscriber equipment qualification and self-provisioning
- Increase order completion rates through customer service representative (CSR) provisioning

### Automate Subscriber Activation

- Improve operational efficiencies with self-activation and automated provisioning and mediation
- Reduce integration time with prebuilt device and business adapters

### Increase Subscriber Retention

- Increase subscriber satisfaction with managed quality of service
- Reduce down time through fault tolerant, failsafe operations
- Reduce call center load using proactive monitoring and diagnostics tools

## ALOPA METASERV™

**Server:**  
Sun Fire V240 to 280R

**Memory:**  
2 GB RAM memory

**Hard Disk:**  
2 - 36 GB hard disks

**Operating System:**  
Solaris 8 or higher

**Database:**  
Oracle 8i or 9i

**Java Development Kit:**  
Java 2 SDK 1.4.2



### FOR MORE INFORMATION

Contact Alopa sales at 408.331.1750  
or e-mail us at sales@alopa.com.

Note: This product document is provided for informational purposes only, and may be subject to change without notice. Specifications are for reference only. Copyright Alopa Networks, Inc. 2004. Alopa, the Alopa logo, and Alopa MetaServ™ are registered trademarks of Alopa Networks, Inc. (Alopa) All rights reserved. All other trade names or trademarks are the property of their respective holders.

Authorized customers of Alopa may print copies of this documentation for their internal use only. Except as expressly provided herein, no part of this document may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without the prior written permission of Alopa Networks.

CableLabs® is a registered trademark of Cable Television Laboratories, Inc. DOCSIS, PacketCable and CableHome are trademarks of CableLabs, Inc.

MServ-0404

**ALOPA NETWORKS, INC.**

435 Indio Way

Sunnyvale, California 94085

408.331.1750

www.alopa.com