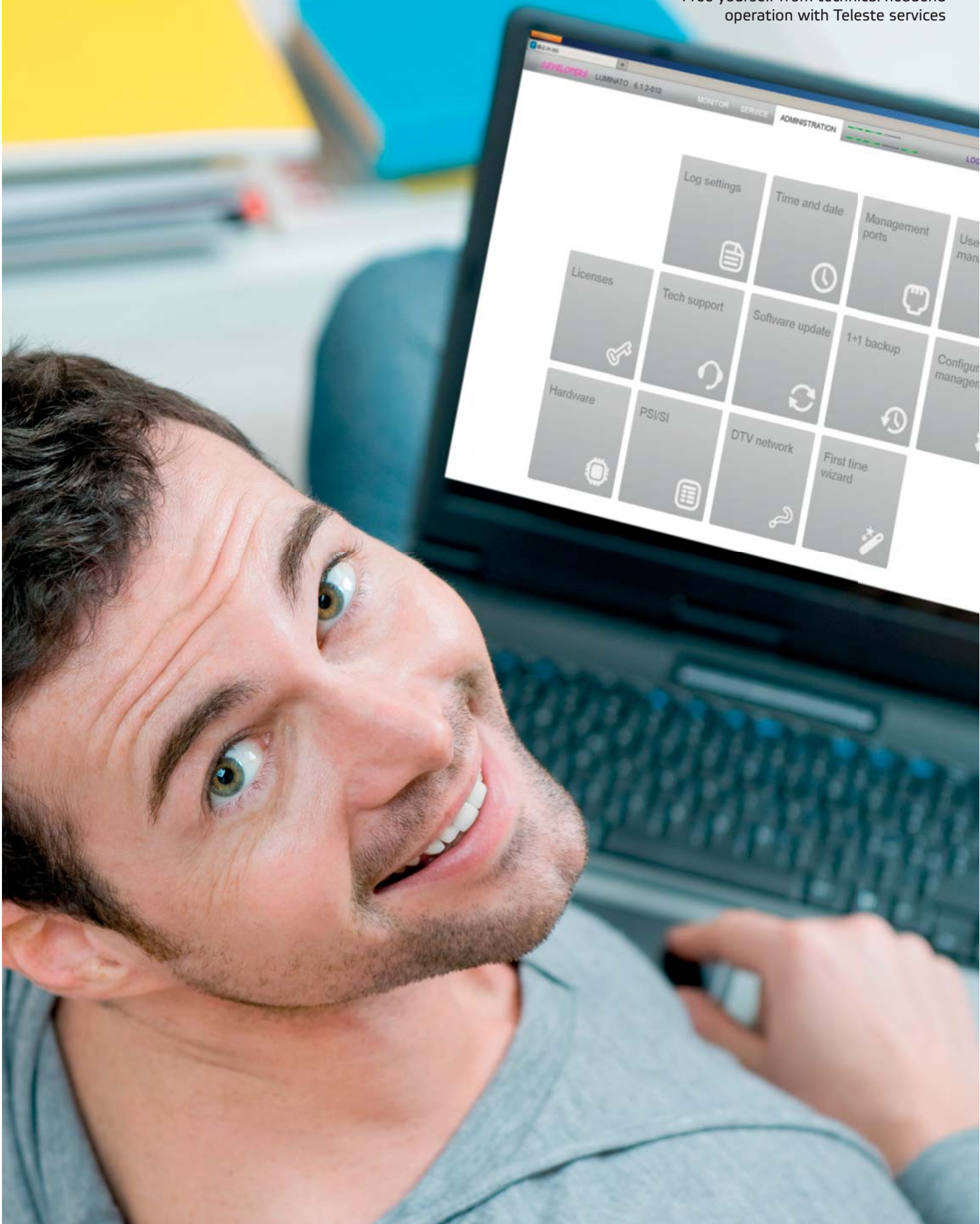


Teleste Operative Headend Services
**Designed for Cable TV, IPTV and
OTT Operators**

Free yourself from technical headend
operation with Teleste services



Teleste Operative Headend Services



Contact us:

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Teleste's technical operative services for headends will run on the background of an operator, making possible to offer professional and reliable TV services in any situation. Our services are targeted to those cable TV, IPTV and OTT operators who wish to focus their resources more on core business centric tasks, or whose resources don't match their increasing work load anymore. Teleste's operative services are provided by our headend system specialists, and are normally offered remotely. If needed, also on-site visits can be arranged.

Whether for the whole headend or only a certain part of it, Teleste's operative services scale with our customers' needs. The services can be provided either daytime, or they can be extended to 24/7.

Operative services can also be included in the maintenance services (SLA), if the products included in the service are Teleste's own or a selected partner's products. This significantly reduces the need for communicating with several independent parties, speeding up problem solving or even preventing problems to appear as a result.

The operative service set covers e.g. the following:

- Documenting the current headend configuration
- Installing and configuring remote monitoring tools at customer premises
- Actual remote monitoring of headend
- Analysing and troubleshooting of headend problems
- TV-service related configuration changes
- Actions to prevent TV service related problems from occurring
- 24/7- support
- Keeping system documentation up-to-date

Teleste's strengths as operative headend service provider:

- Over ten years of experience in digital headend manufacturing
- Solid competence and continuous training of system specialists on related areas
- Operative and support services available for both Teleste's products and selected partners' products, enabling efficient problem solving
- Local presence near customers, making it possible to be available on-site on short notice, if needed for special on-site operations
- Our services help customers both to reduce overall operational expenses and budget their actual costs well in advance.
- Improving the QoS of operator's TV services

We focus on providing services that allow our customers to maintain their current service offering, and yet develop new services cost-effectively and reliably at the same time. Outsourcing services to Teleste will decrease operators' need to tie up resources to operative tasks and constantly train their technical personnel.

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