

Surveyor™ ABR Active

Proactive Real-Time 24/7 Monitoring of Multiscreen/OTT Streaming Video

MARKET CHALLENGE

Verifying the quality and availability of Multiscreen/OTT video is a complex challenge. Each video asset is published in a variety of bitrates (“asset variants”) to support Adaptive Bitrate (ABR) streaming. Beyond that, there are multiple streaming formats to support the different devices customers expect to play your video. All of this complexity increases the risk of a poor viewer playback experience.

At the same time, your viewers have an increasing number of competitive options. If your customer experiences slow video startup, mid-program buffering, or missing content, you are sending them an invitation to try a competitive offering. The result is churn. Even worse, you may not even know why the churn is occurring.

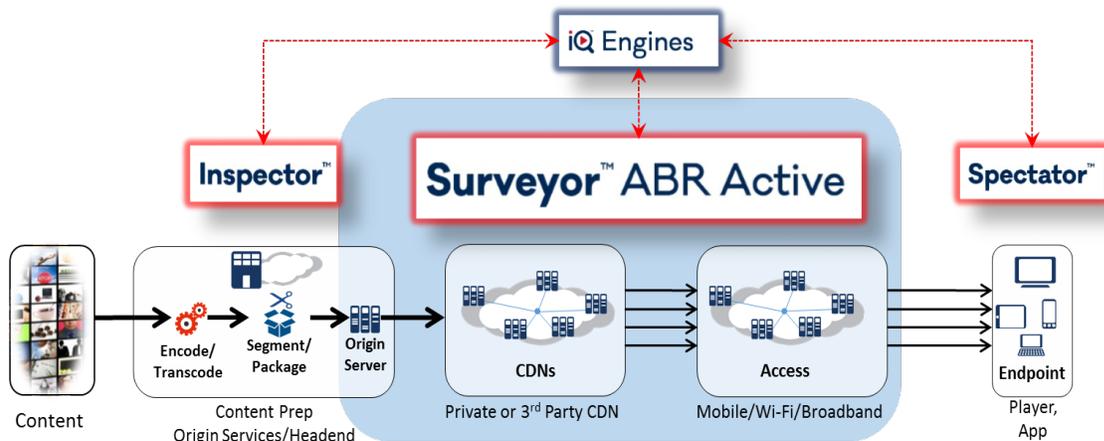
THE IQ SOLUTION

Surveyor ABR Active is a video quality monitoring solution that uses “synthetic client” technology to verify that your video content - live, linear, or VoD - is available and plays as expected, in every bitrate and format. It effectively acts as your most critical viewer, measuring video flows 24/7, keeping you informed about your service’s performance. Simply point Surveyor ABR Active at the assets you want to monitor, and it continuously “plays” or cycles through the video to measure key performance indicators (KPIs). IneoQuest’s patented VeriStream™ algorithm is used to grade the arrival rate of each video packet, providing an easy to read color-coded 1-5 metric to accurately gauge whether the stream can support a high-quality viewing experience.

Surveyor ABR Active is complementary to client-based monitoring solutions, such as IneoQuest’s Spectator™/AMP solution. Client-based solutions are designed for monitoring your viewers’ actual experience and behaviors, but they offer a limited view of content availability because they are passive and reactive by nature. They only collect and report data on the specific bitrates that viewers are actually playing. Surveyor is a “proactive” solution. By pointing its measurement capabilities at all of the bitrates of your program, at different locations in the video delivery chain, you can identify quality weaknesses and diagnose their sources, potentially before your viewers are affected.

FEATURES AND BENEFITS

- Availability measured for each bitrate variant of a video asset to identify issues before customer impact
- Asset-based multi-level drilldown for rapid trouble diagnosis/ reduced mean time to diagnose (MTTD)
- Patented VeriStream metric provides stream QoS “at a glance”
- Real-time streaming error notification with customized threshold configuration puts emphasis where you want it
- Monitoring profiles support stream prioritization and differentiation groupings
- Full packet capture buffer based on customized trigger events for in-depth post-event analysis
- Stream forwarding for remote visual video inspection
- Compatible with the iVMS ASM iQ Engine, providing a comprehensive, consolidated view across your Surveyor elements



APPLICATIONS AND USES

For Video Service Providers, Content Owners, and Online Video Platforms (OVPs):

- Verify that all of your assets are available from your origin servers, and that the servers are meeting performance expectations.
- Continuously scan up to 10K assets in your VoD library for availability and QoS.
- Establish and monitor SLA benchmarks for your CDNs.

For Online Video Platforms (OVPs), Network and (CDN) providers:

- Differentiate your service with real-time performance monitoring for your customers' video assets.
- Provide 3rd-party validated video asset performance metrics.
- Quickly direct Surveyor to troubled video assets to help them determine root cause – in CDN or not?
- Identify how specific assets perform in your network (e.g. 4K) to identify and eradicate trouble spots.

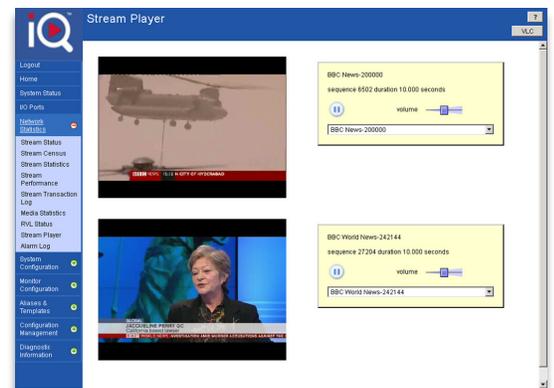
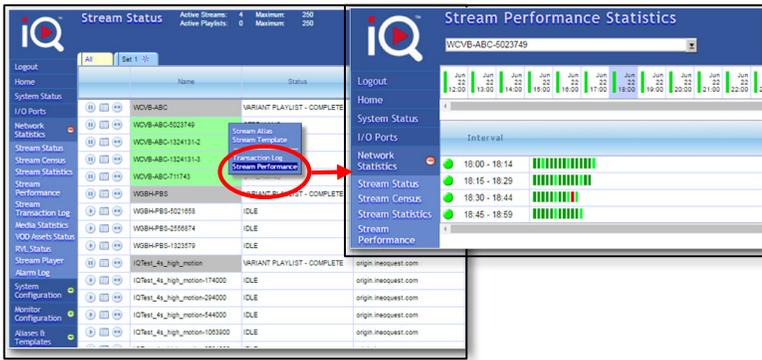
PACKAGING AND OPTIONS

Available as a server-based appliance or virtual software package:

- The appliance solution is licensable for up to 250 or 500 concurrent sessions of HTTP based streaming video in a 1U chassis. Three available NMC options: 4 Port SFP, 1G; 4 Port RJ45, 1G; 2 Port SFP+, 1G/10G
- The virtual software package is licensable for up to 50, 100, or 250 concurrent sessions of HTTP based streaming video, and can be loaded on a Virtual Machine in a VMWare or KVM hypervisor environment.

SPECIFICATIONS

- Support for HTTP Live Streaming (HLS), MPEG-DASH (DASH), Microsoft Smooth Stream (MSS) and Adobe HTTP Dynamic Streaming (HDS) packaging formats
- AES-128 support for HLS
- Playlist error detection through dynamic parsing and conformance monitoring
- Monitoring and alarming of HTTP errors (HTTP 4xx, 5xx)
- Configurable Availability parameters
- Browser-based user console with multi-user access
- Media File error detection
- HLS stream playback for visual inspection
- Remote Video Link (RVL) for stream transmission to remote players
- Configurable event trigger with 1GB packet capture buffer
- Keyless QoS measurement of encrypted streams
- Remote configuration storage



Surveyor ABR Active is an element of the IneoQuest® FoQus™ Platform, the industry's premier portfolio of complementary video quality and audience measurement solutions. The platform is built on multiple data acquisition elements which collect real-time metrics from critical points in the video distribution chain—from content preparation, through network delivery, to device playback. This data is then collected, correlated and processed by IneoQuest's powerful iQ Engines™, to provide an immediate and accurate view into the performance of - and demand for - your video content and services.

A true synthesis of network operational and audience behavioral intelligence.

Whether you're a broadcaster, content owner, network operator or enterprise – or provide critical video delivery services and infrastructure – the IneoQuest FoQus Platform has solutions that give you unparalleled visibility into the health of your video business.