VIAVI

Viavi Solutions® PathTrak™ Optimization

Maximize Reliability and Productivity

Expert Maintenance of PathTrak Software and Firmware

Providing guidance for configuration and usage, the Viavi PathTrak™ Optimization service helps cable-service providers get the greatest value from their return-path monitoring investment. Many system operators only use the most basic PathTrak features and are missing out on key productivity-enhancing capabilities. The optimization service lets you harvest your monitoring system's full potential. It fine-tunes your system to rapidly identify top service-affecting impairments, optimize field-maintenance efforts, and reduce trouble tickets.

Increased Value of PathTrak Assets

With the service, a PathTrak expert optimizes your setup to improve system performance and ensure practical and proper settings for obtaining actionable information. At the same time, the expert trains your administrator. The expert performs quarterly scheduled system reviews, and updates the system based on any changes or updates to the PathTrak system software. The service provides upgrade notifications and expert assistance with installation, implementation, and training.

Key Benefits

- Increases workforce efficiency by optimizing PathTrak to provide practical, actionable information
- Builds team expertise through personalized, specific training
- Includes expert, guided configuration changes and/or software updates

New System Turn-Up/Upgrade

With the service, software and firmware installations and upgrades receive expert assistance and guidance. Administrators and users get personalized training on new features, with clear direction on effective implementation. Basic training (PathTrak 101) can be provided for new system integrations. Service subscribers also get access to online, recorded training sessions.

Expert Usage Guidance

PathTrak experts evaluate sample monitoring plans and optimize configurations for the most effective, actionable results. An expert can evaluate current alarms for relevancy, and review user processes to point out opportunities for more effective system applications. Complete administrator training can be scheduled for service subscribers upon request.

Ongoing System Maintenance

PathTrak experts perform quarterly checkups to:

- Verify the system is up-to-date with the latest releases

- Check error/event logs

- Check hardware status

- Ensure the completeness of historical data

- Verify proper node-ranking operations

- Check MACTrak availability and whether any new UCD imports are needed

Optional Services

Other services include deeper support for network-monitoring-system integration, training sessions beyond those included in the plan, and assistance with standardizing and auditing a monitoring plan throughout an organization.
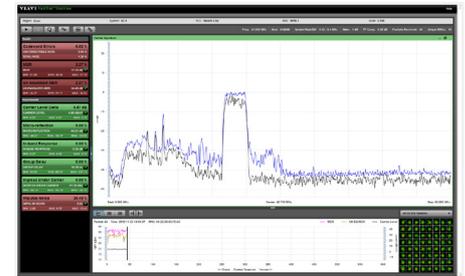
Part of the PLUS Services Portfolio

PLUS
Services Portfolio

The PLUS Services Portfolio offers a comprehensive combination of services that address your deployment and support, consulting, customization, and managed-service needs to maximize your investment and the effectiveness of your operations team.

Ordering Information

Part Number	Description
PT-OPTIMIZATION	Annual agreement for expert maintenance of PathTrak software/firmware, and configuration and usage guidance; includes all features of the PathTrak Software Subscription Plan.

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