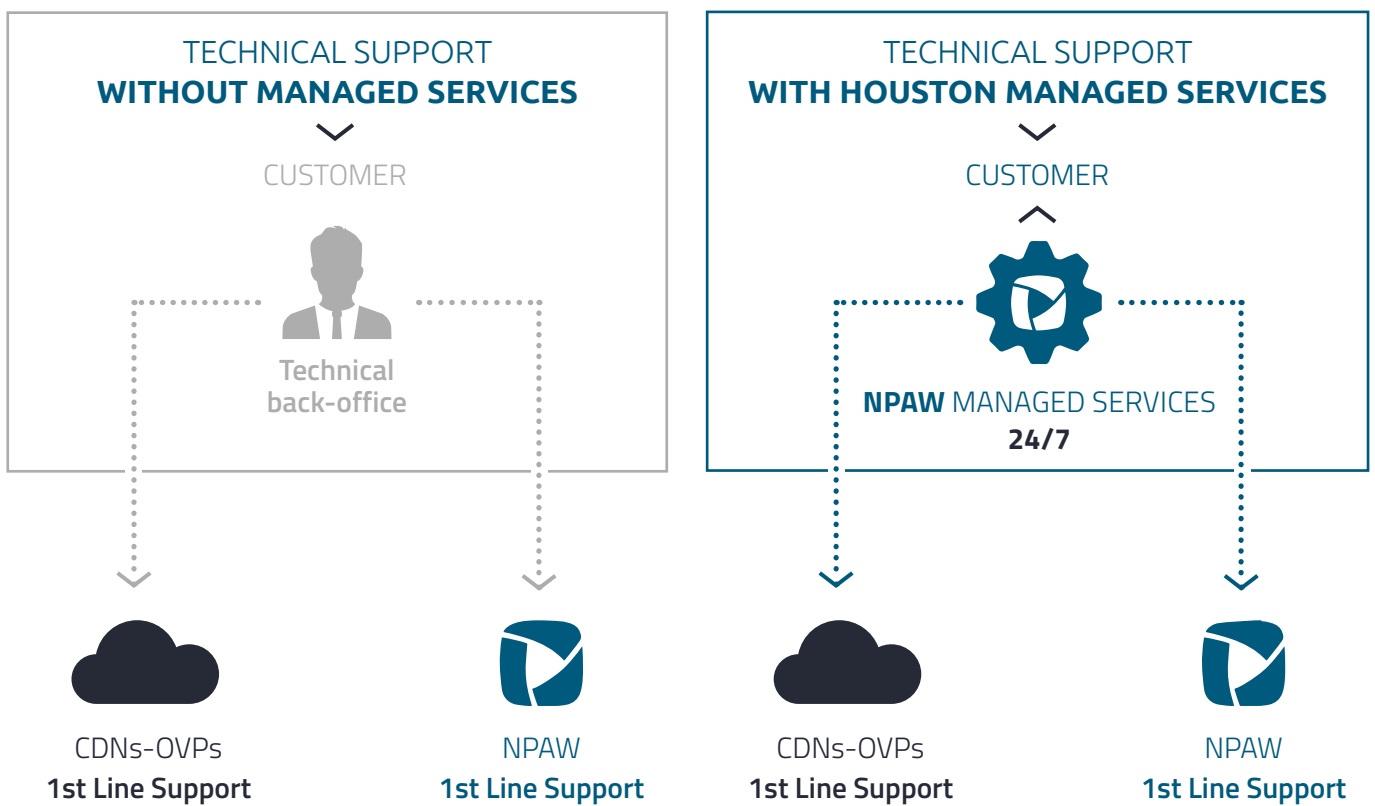


# Helping CTOs and COOs delivering business value with support managed services

The network and IT functions continue to experience increasing pressure on business value in a growing complex environment with limited resources and expertise. Companies face flat or shrinking budgets and seek trusted services providers to quickly respond to business demands, reduce cost, manage complexity and support desired levels of availability.

Houston, our managed services approach is designed to reduce costs while providing an outsourced day-to-day video delivery network support on behalf of our customers. This allows you to take a larger role in shaping commercial strategy, while gaining increasing end user satisfaction with proactive 24/7 support.



-  Detect in real time congestion issues in the video delivery ecosystem.
-  Identify in real time the amount of users impacted by a certain problem.
-  Keep informed in real time your technical and support teams.

Working experience with most relevant CDNs and OVPs in the market



# Support managed services for the video delivery industry

**NPAW** has a proven experience working with multivendor hybrid environments and relationships with leading vendors to help ensure availability today and visibility into product evolution paths and emerging technologies. As a truly vendor-neutral service provider, **NPAW** can be your advisor, helping you manage the providers to best operate your network.

	<b>STANDARD SUPPORT</b>	<b>SILVER SUPPORT</b>	<b>GOLD SUPPORT</b>	<b>HOUSTON SUPPORT</b>
<b>Availability</b>				
Emergency	<b>24h / 7d</b>	<b>24h / 7d</b>	<b>24h / 7d</b>	<b>24h / 7d</b>
Critical	<b>8h / wd</b>	<b>8h / wd</b>	<b>24h / 7d</b>	<b>24h / 7d</b>
High	<b>8h / wd</b>	<b>8h / wd</b>	<b>24h / 7d</b>	<b>24h / 7d</b>
Medium	<b>8h / wd</b>	<b>8h / wd</b>	<b>24h / 7d</b>	<b>24h / 7d</b>
<b>TTA (Time To Answer)</b>				
Emergency	<b>½h / 7d</b>	<b>½h / 7d</b>	<b>½h / 7d</b>	<b>½h / 7d</b>
Critical	<b>6h / bh</b>	<b>4h / bh</b>	<b>4h / 7d</b>	<b>4h / 7d</b>
High	<b>24h / bh</b>	<b>12h / bh</b>	<b>8h / 7d</b>	<b>8h / 7d</b>
Medium	<b>48h / bh</b>	<b>24h / bh</b>	<b>24h / 7d</b>	<b>24h / 7d</b>
<b>TTR (Time To Resolve)</b>				
Emergency	<b>2h / 7d</b>	<b>2h / 7d</b>	<b>2h / 7d</b>	<b>2h / 7d</b>
Critical	<b>12h / bh</b>	<b>8h / bh</b>	<b>4h / bh</b>	<b>4h / bh</b>
High	<b>72h / bh</b>	<b>48h / bh</b>	<b>24h / bh</b>	<b>24h / bh</b>
Medium	<b>- / 10d</b>	<b>- / 5d</b>	<b>72h / bh</b>	<b>72h / bh</b>
	<b>YOUBORA Support</b>	<b>YOUBORA Support</b>	<b>YOUBORA Support</b>	<b>Multi-vendor back-office Support</b>
			<b>SLA Financial penalties</b>	<b>SLA Financial penalties</b>
				<b>MANAGED SERVICES</b>

**bh** business hour during weekdays  
**wd** weekdays (Monday through Friday)  
 \* +back-to-back TTR from other vendors

Increased financial performance with OPEX models volume based

Flexibility and scalability, adapting to your changing business conditions

Specialized skills dedicated to enhance video delivery eco-system exploit

Transitioning plan from in-house to NPAW managed services