



## Intensive monitoring of TV, broadband, and IPT

"Thanks to the CapMon monitoring system we have since 2000 been running an intensive monitoring of all parts of our network, providing us with very detailed operating statistics and at the same time have alerting in seconds, and thus fast troubleshooting in case of any problems," says Gert Johansen, IT project manager of YouSee.

"We use CapMon to monitor our entire nationwide cable network for television, broadband and IP telephony. One of the reasons is that CapMon has all the necessary capabilities when it comes to monitoring, reporting and alerting functionalities. But also because the company has a very good development plan or 'roadmap' for CapMon".

"New functionalities are created in close cooperation with the users", says Gert Johansen, IT project manager and responsible for the use of CapMon at Yousee, a company within the TDC Group, providing cable television, broadband and IP telephony through one single connector - called Triple Play.

To monitor the operation of this network and numerous services provided, the CapMon system continuously measures various factors such as traffic volume, temperature and line noise on more than 750 units at 50 central addresses in Denmark.

The traffic in 5700 broadband connections is monitored - down streams and up streams - as well as signals from more than 250 television stations. Hence, we are receiving current figures from nearly 48,000 different operation statistics, which are used for analysing and optimizing the network.

### Obvious benefits for YouSee

It is indisputably the largest CapMon installation in Denmark, and the advantages for YouSee are obvious, explains Gert Johansen, who has worked for TDC for more than 25 years:

"Since 2000, we have driven an increasingly intensive surveillance of all parts of our network by means of CapMon, which has resulted in very detailed operating statistics, fast troubleshooting and alerting. So we've got our uptime as high as above 99.99 percentage on a 24/7 basis, which again has resulted in fewer complaints from customers."

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“CapMon also improves the ability for our mobile technicians to plan and prioritize their work, as they can quickly get an overview of the biggest challenges”.

### A responsive supplier

“Another reason why we chose the CapMon monitoring system back in 2000, rather than the more widely used, competing products from the U.S. or Europe, was that we wanted a close and ongoing cooperation between the supplier and ourselves and a supplier who was very responsive to requests and demands from customers.

Taking these requirements into consideration we had more confidence in a local Danish producer than a large foreign supplier. And CapMon has indeed lived fully up to these expectations over the years,” emphasizes Gert Johansen:

“They have all the necessary core competencies in the fields of network monitoring, reporting and alerting. They are responsive to our requests for new functionalities, and they have an efficient, ongoing support when we need it. In short, they listen to us, and we have a really good dialogue with them. And in our opinion, they have a very good long time development planning of new functionalities, so that both they and we are well prepared for all the new opportunities and challenges in our dynamic world.”

“Our CapMon installation is extremely solid and has never crashed in the 5 years I have been responsible for the system,” says Gert Johansen.

### Hvem er YouSee A/S

YouSee er et selskab i TDC koncernen og blev etableret i år 2000 under navnet TDC Kabel, som leverandør af kabel-tv til de danske husstande.

Siden er produktsortimentet udvidet med bredbåndsforbindelser og IP-telefoni til den samme målgruppe og gennem det samme kabel-tv-net, som er lejet hos moderselskabet TDC.

Dermed blev YouSee Danmarks første såkaldte Triple-Play leverandør med levering af både tv, bredbånd og telefoni gennem det samme stik.

YouSee A/S har ca. 900 medarbejdere. Hovedsædet ligger i Teglholtsgade i København, og vi har også afdelinger i Odense, Åbenrå, Holstebro og Aarhus.



CapMon allows you to set up your own dashboards that give you the exact overview, which is necessary for you.

### Monitor the IT infrastructure

CapMon monitors and collects information from infrastructure and applications and do not require installation of extra software on other units in the network.

The system uses certain functionalities from the Open Source product Nagios, a.o. for server and network monitoring purposes.

Control of CapMon is performed via a web based user interface ensuring quick and easy access to the various functionalities.

Alerting by e.g. e-mail or SMS ensures fast, efficient troubleshooting.