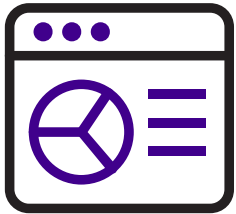


ACCENTURE
VIDEO
SOLUTION

VIDEO SERVICE
OPERATIONS
FEATURES

VIDEO SERVICE OPERATIONS (1/3)

End-to-end service and user experience continuity management through the AVS Command Center.



EXECUTIVE DASHBOARD

- Executive summary of service availability (eg. VoD, Live)
- Executive summary of infrastructure components and technical modules (eg. database, cache, CDN)
- Real-time user experience and traffic (eg. number of users, TPS)
- Focus on today's live events



MONITORING

- Monitoring of content availability, accessibility and streaming (VoD and live)
- Platform status overview (eg. TPS analysis, API request volume, concurrent content playback)
- Service interface status by device application (eg. Android)
- Overview of infrastructure components and technical modules by server CPU, memory, disk and load analysis
- Content indexing for search statuses
- Subscription status and reconciliation process
- Cloud infrastructure metrics, alerts and notification monitoring

VIDEO SERVICE OPERATIONS (2/3)

End-to-end service and user experience continuity management through the AVS Command Center.



DIAGNOSTICS

- Application diagnostics (geolocation, traffic load, users, response time and error map)
- Service diagnostics (error/success response analysis)
- User diagnostics (access, playback and TPS)



PERFORMANCE

- Service interface performance and errors (users, playback and catalogs)
- Content duration publication performance
- Database connection performance and transaction health

VIDEO SERVICE OPERATIONS (3/3)

End-to-end service and user experience continuity management through the AVS Command Center.



ALERTS

- Service and infrastructure alerts (eg. CPU utilization and latency)
- Interface and database notification alerts
- Alert analysis (eg. severity, category)



SOCIAL SENTIMENT ANALYSIS

- Post volume and text analysis
- Content satisfaction trends
- Social impact (gender, channel and location)

ABOUT ACCENTURE

Accenture (NYSE: ACN) is a leading global professional services company, providing a broad range of services and solutions in strategy, consulting, digital, technology and operations. Combining unmatched experience and specialised skills across more than 40 industries and all business functions – underpinned by the world’s largest delivery network – Accenture works at the intersection of business and technology to help clients improve their performance and create sustainable value for their stakeholders. With approximately 401,000 people serving clients in more than 120 countries, Accenture drives innovation to improve the way the world works and lives. Visit us at www.accenture.com