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StormTest

High performance. Delivered.

Accenture StormTest Warning Center
Live Network Test and Monitoring

A Continuous Delivery World

Television services delivery has changed dramatically in the past decade and continues to evolve at a rapid pace. Faced with increasing customer expectations and new competitive forces, Video Service Providers are innovating far more quickly than ever before, and are introducing agile development, continuous delivery and DevOps approaches to accelerate deployment cycles.

Tracking the impact of a deployment on the customer experience in this world of continuous delivery is a challenge. How can a Video Service Provider leverage the benefits of an agile development environment while ensuring the delivery of a stable service? One way is to use Accenture StormTest Warning Center. Its powerful automated test and monitoring capabilities helps enable providers to shift testing from development into operations, to quickly assess and react to how releases behave once pushed live.

Building the Feedback Loop

StormTest Warning Center from Accenture Digital Video, is an automated in-network platform that tests, monitors, and validates TV, OTT and on-demand services on Set-Top Boxes, Android, iOS mobile devices, connected TVs, and game consoles. By simulating user activity on real devices in multiple locations in the live network, and providing real-time analytics, it allows Video Service Providers to:

- Perform functional and performance tests

- Execute continuous smoke tests

- Reproduce reported service issues

- Capture Key Performance Indicators

Utilizing established StormTest test automation hardware, StormTest Warning Center generates a continuous feedback loop, between development and operations teams, by providing actionable data on the availability, stability, and performance of new deployments. Its cloud-based monitoring portal provides alerts, reports, and remote access that give cross-functional teams real-time performance and service readiness insights.

Close the feedback gap between development and operations.

With an easy-to-use development environment, StormTest Warning Center helps enable users to create and maintain automated tests across multiscreen devices allowing users to check the availability and performance of services, including linear TV, VoD, PVR, Set-Top Box applications, interactive menus, EPGs and more. By placing StormTest Warning Center probes at strategic points within their network, providers can gain insights into customers' quality of experience (QoE) at various nodes, isolate QoE issues and use advanced troubleshooting tools.

Avoiding Service-Impacting Problems

StormTest Warning Center generates powerful benefits for Support Engineering, Development, and Operations teams for IPTV, cable, satellite or OTT service providers that need to close the feedback gap between development and operations. Specifically, it:

- Shortens concept to market: Support Engineering, Development, and Operations teams can iterate faster by getting actionable performance data they need.

- Reduces mean time to resolve: Providers get early notification of service-impacting problems and access to enhanced trouble shooting capabilities.

- Improves business efficiency: StormTest Warning Center collates and correlates customer content and service data that help inform business goals, change management, and platform planning.

- Fosters cross-functional collaboration: It supports continuous delivery processes with common reporting tools for Support Engineering, Development, and Operations.

Solution Details

Application Performance Monitoring

- Perform functional tests on TV or video services and applications to understand the quality of services both before and after launch or software update

- Facilitate tighter feedback loop with development teams to prevent ongoing interruptions and iterate faster for new service delivery

- Monitor services on a range of devices including Set-Top Boxes, Android, iOS mobile devices, connected TVs, and game consoles

Alerts

- Rules-driven automated testing with configurable notification thresholds for service disturbance, performance KPIs, and defect localization

- Receive notifications when services become unavailable or impact the user experience, reducing the need for time-consuming manual monitoring

- Provide direct input to issue tracking or project management applications to notify development teams of service-impacting issues

Insights

- Access to real-time analytics via an easy-to-use portal that provides current and historic views of service behavior and performance

- Data can be queried by software configurations, events, devices, fault types, tested channels, geographic sites, and much more

- Track QoE on multiscreen devices through continuous end-customer video platform service monitoring

- Make data-driven decisions by generating custom reports, querying data by specific points in time, or tracking trends over time

Probes

- Distributed 24/7 automated performance monitoring at strategic network nodes

- Remote access to connected Customer Premises Equipment (CPE) for troubleshooting and the ability to take manual control of connected devices to aid remote diagnosis

A True End-to-End Validation Platform

Accenture StormTest uses advanced automation technologies to continuously and actively test new service releases across platforms and devices, in development and deployment. The insights it provides helps organizations to accelerate service innovation, optimize development processes and ultimately improve the viewer Quality of Experience.

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About Accenture Digital Video

Accenture Digital Video is a business unit within Accenture. We deliver business results for companies where video is of strategic importance, helping them pivot to capture new growth opportunities in an ever changing market. Partnering with clients, we use our agile methodologies, deep skills, and open technology platforms and apply them in every phase of a change journey—from thinking to doing. The end result: more predictability in the face of a complex and volatile landscape. Accenture Digital Video has a 20 year track record in driving video innovation through a global workforce of more than 2,000 dedicated professionals across strategy, delivery, business services and operations, all dedicated to helping clients grow profitably.

About Accenture

Accenture 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 specialized 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 more than 375,000 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.