



IT solutions
bring people
together



Jürgen Meixner founded JM-DATA in 1998. Today, the JM-DATA Group already employs 150 people in both Austria and other countries.



JM-DATA offers IT solutions for both business and end customers. The company supplies cable TV operators and suppliers in the wireless and fibre provider areas with a complete range that extends from billing to broadband management and CMTS systems. JM-DATA is itself active as a cable TV operator in Raab, Steyregg and Wartberg in Austria providing customers with television, radio, Internet and telephony products. The advantage for cable operator customers is that JM-DATA has a large number of contacts with end customers and is therefore able to repeatedly develop innovative ideas for improvements to its in-house products.

Another company cornerstone is furnished by activities as an Internet services provider in Austria. The Group subsidiary AICALL offers telephone services for domestic customers and also operates in Macedonia.

The JM-DATA Group currently employs a workforce of around 150 in Europe at offices in Austria, Macedonia and

Greece. All in all, 200 Internet providers are supplied, which in turn serve up to a million residential units.

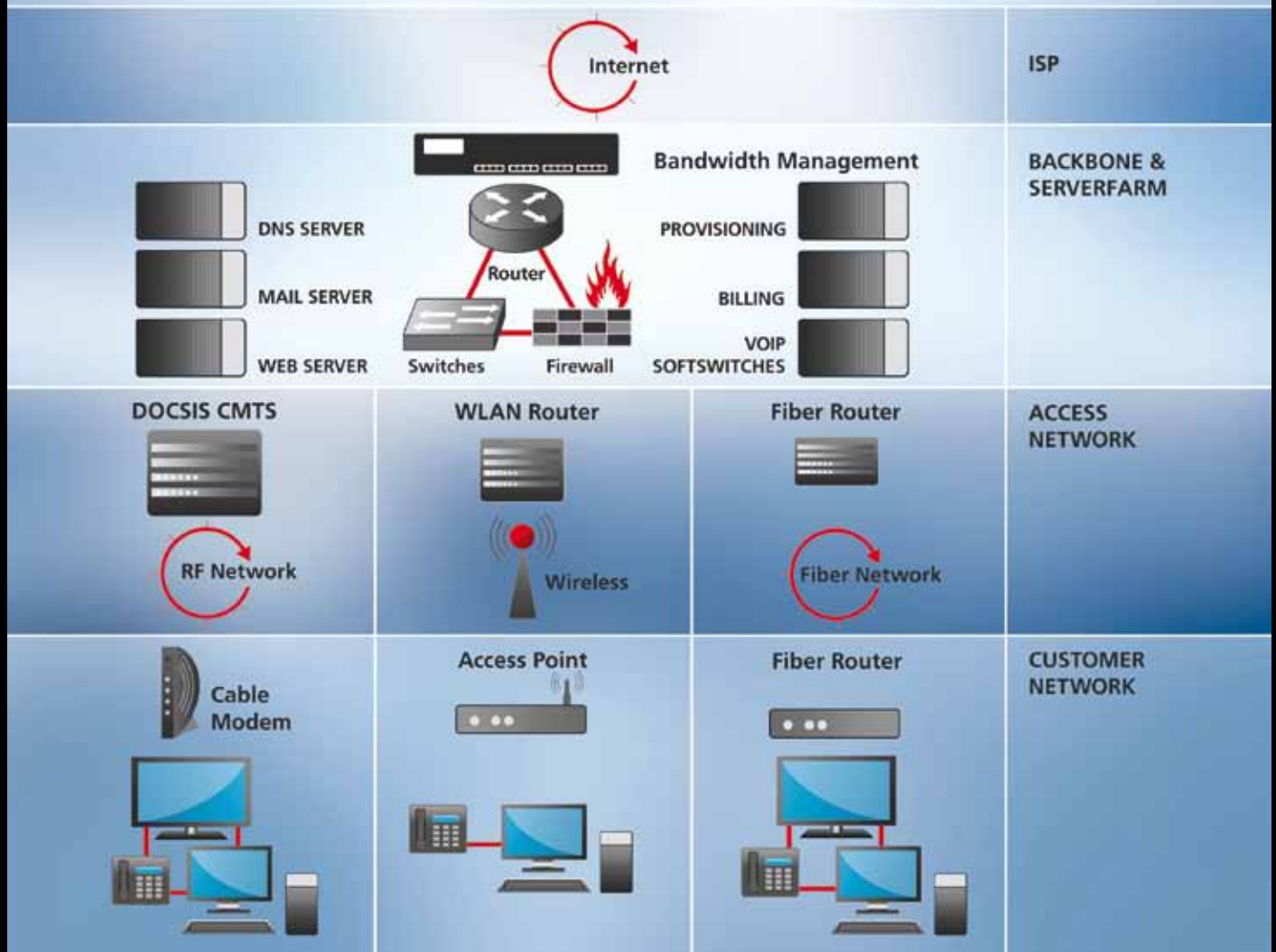
Jürgen Meixner: "For us, it is important that our customers receive a full range of services on a one-stop-shopping basis. This means that should a problem arise, we supply the solution. We assume responsibility for product functionality and provide both personal contact partners and clearly defined internal answerability. If a fault occurs, customer calls are taken by an engineer and not a call centre, which means that we can guarantee a smooth response."

Undoubtedly, the main milestones in the company's history relate to the expansion of its activities from Austria to the rest of the world. The first customers in Germany were obtained in 2003 and clients in Switzerland (2006), Serbia (2007), Vietnam (2008), Cameroon (2009) and Greece (2010) have followed.



Everything from a single source

Consulting – Sales – Support



CN-ADMIN 3.0 with current modules



The new Dimension

With CN-ADMIN 3.0 (Cable Network Administration) JM-DATA offers its customers numerous additional modules, which simplify professional network and customer management.

All in all, four modules have been designed consisting of the Ticket System, the Radius Module, Contract Management and Invoicing. A ticket management system has also been **newly added in 2013** along with an interface to google™ maps or google™earth. Cable operators therefore have a

good overview of their customer structures. In the case of a defect, it is immediately clear where the problem is to be found. This facilitates a rapid and efficient response and targeted marketing measures can be initiated, as it is evident where growth potential remains available.

The **Ticket System** allows cable operators to visualize numerous processes. Should a dissatisfied customer call regarding a defect, the helpdesk feeds in a ticket with a fault report and the Internet engineer automatically receives the information. The cable operator is then able to see if the assignment



is still open, or has already been completed. A protocol is also produced that enables a statistical analysis at the end of the month. As a consequence, the cable operator receives important data such as the length of time that a customer has to wait prior to fault correction and the most frequent technical problems, etc. Using this information, team procedures can be optimized, or should a defect become more frequent in a particular region, the problem can be sought and corrected locally. Each cable operator is able to define their own Ticket System categories and priorities can be established. When specifying teams, an opportunity exists for the

selection of CN-ADMIN users alone, or external users can also be integrated via mail. In addition, it is possible to define rules that can be applied in the case of a status change. For example, an end customer can be informed by mail that an enquiry has been positively dealt with. In addition, there is also a plug-in for individual developments.

The **Radius Module** ensures that customers outside the operator's own cable network can be served. This provides operators with the bonus of being able to expand their customer networks. Consequently, in future the entire service range will be offered via other infrastructure networks such as glass fibre, DSL and wifi. The advantages are high levels of manufacturer independence, uniform central management and the separation of access and service infrastructure.

Two further modules relate to **Contract Administration** and **Invoicing**. These allow the very quick and simple logging of customer data. Products such as television, Internet and telephony can be defined, and one-off costs and ongoing invoices clearly separated. The account data can be exported directly to the accounting department. The corresponding user data such as megabytes and connection charges is fed into the system, which provides simplified invoicing. In addition, the system is suitable for Sepa and allows bank debits throughout the EU.

System access is protected with a codeword. The transmission between the customer-client (Internet Explorer) and the server is secured with SSL and thus safeguards suppliers against unauthorized access and manipulations.

Dynamic IP addresses

Another CN-Admin 3.0 module consists of dynamic IP addresses. The advantage is that during the use of several CMTS' the manual copying and adjustment of the modem and PC data during cell division is completed automatically and thus a significant working phase is eliminated.

With this change it is now possible to operate several CMTS' (nodes) in load- balanced fashion. On request, a fail-over concept can be simply installed. The module is not limited to a certain CMTS type, but can be used with various modems such as Cisco, Arris and Motorola. The system functions independently of standards, which means that the users can operate all DOCSIS standards in one node. In addition, CN-ADMIN automatically manages which modem is to be registered for preference and where. If required, CN-ADMIN registers the modem to another CMTS.

This module automatically contains a DNS service. Therefore, in future customers will no longer need to ping the modem via IP addresses, but can reach it via DNS names.

Round-the-clock assistance



With its 24x7 support, JM-DATA ensures that its customers enjoy around-the-clock support that also covers weekends and public holidays.

Should a defect occur, irritated customers ensure that the telephone lines quickly become red-hot. Their annoyance is then made worse by the fact that contact with an engineer is impossible and they are stuck in the hold system of an anonymous call centre. However, such scenarios are a thing of the past for clients, who have opted for JM-DATA's 24x7 support.

The maintenance contract offers a 24-hour service that also covers weekends and public holidays. Customers can therefore directly reach an engineer, who offers quick and competent assistance. Jürgen Meixner, the JM-DATA owner: "Consequently, we offer very short SLA times." A range of variations is available during the conclusion of a servicing agreement, which extends from yearly and temporary to individual contracts. In addition, customers receive corresponding updates for their programs and are informed regularly regarding new developments. As Jürgen Meixner emphasizes, a further key feature of 24x7 support stems from the fact that: "As we are also active in the market as a cable TV operator, we operate an HF network and have the appropriate HF engineers in our team." The support can include all network products in "feel good packages" (e.g. mail and web servers such as Cisco and CN-ADMIN, etc.).

"We do not think in terms of departments, but in solutions. As a result, waiting times are kept to a minimum.

Active broadband management



Procera has developed a solution that facilitates active, targeted broadband management.

The software operates with targeted traffic control. Attacks are not halted as with a firewall, but are dealt with subsequently.

The tool allows precise analyses and broadband administration and management. Bottlenecks are not eased through expansion or additions to the bandwidth, involving sizeable investments in new equipment, but rather through the introduction of tailor-made rules, which accelerate the network.

A dynamic broadband system is extremely flexible and costs can be structured and planned by means of precise analysis. In addition, the tool offers a high degree of quality assurance.

Trend to as-new equipment



The use of refurbished equipment is of interest to cable operators looking for low-cost solutions.

JM-DATA offers 3-year guarantees in this market segment.

Leading manufacturers provide their customers with a six-month guarantee on new equipment. By contrast, refurbished devices from JM-DATA cost 10 to 25 per cent of the new price and have all been checked and tested thoroughly. As far as prices are concerned, the purchase of a DOCSIS 2.0 CMTS system would cost a cable operator € 20,000 and with an extended three-year guarantee € 26,000. By contrast, in the refurbished segment, the same system comes to € 5,000.

JM-DATA has as-new devices from Cisco, Motorola and Arris in stock and equally, customers can also order new equipment. A major advantage for JM-DATA clients is that they receive the appropriate support. Company services and consulting are targeted on individual advice with the prime objective of achieving dimensioning that is ideal for the respective operator.

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