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FEATURE BRIEF

Digital Nirvana's Proactive Remote Monitoring Provides Prompt Detection and Restoration of System Failures

Media Management Platform Feature Gives Customers 24/7 Network Access Remotely.

The Need

- Many networks and content providers have unmanned data centers To be effective, monitoring systems must actively monitor customer channels 24/7. Many monitoring systems include built-in audio and visual alarms to detect system failures, but if no one is present at the network's data center, these alarms are not noticed

- Most monitoring systems have a backup system in place. If a monitoring issue arises and alarms go unheeded, the system typically reverts to its backup. But, relying solely on a backup system without solving the actual error can lead to a complete shutdown.

The Solution

- Digital Nirvana's latest version of its Media Management Platform addresses this challenge. The system is equipped with a proactive remote monitoring feature, which actively tracks the health of both the software and hardware of the system.

- With proactive remote monitoring technology, at any point when a problem arises, an alert is sent to Digital Nirvana's operators, who quickly review the system's health, address the problem, and promptly ship a replacement part if necessary. Operators also alert customers of the issue, often before network personnel has even had the chance to check its unmanned data centers and discover the problem themselves.

- Without a built-in tuner, recording competitor channels would require a set top box, thereby adding complexity to the broadcaster's setup. With a built-in tuner, there's no need for a set top box (STB), which translates to less rack space, less cabling, and lower risk of failure due to fewer components. There's also no need for an IR connection to change channels.

- While not directly connected to its customers' networks, Digital Nirvana has remote access to its clients' network health continuously. Users can leave the failure detection up to Digital Nirvana, spending less time and resources on media monitoring themselves.

FEATURE BRIEF: Proactive Remote Monitoring

About Digital Nirvana

Since 1996, Digital Nirvana has been empowering customers with innovative knowledge management technologies. By combining media and digital technology expertise, Digital Nirvana makes it possible for organizations to streamline operations and gain competitive advantage with advanced product and service offerings. A comprehensive service portfolio includes media monitoring and analysis, market intelligence and analytics, and learning management services. Digital Nirvana is headquartered in Fremont, California with offices in Hyderabad and Coimbatore, India.

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Industry:

Broadcast, Networks, Cable, and Media

Products:

Media Management Platform 2.0

Feature:

Proactive Remote Monitoring

Benefits:

- Customers can spend less time monitoring the health of their systems and leave the system failure monitoring up to Digital Nirvana.

- Proactive remote monitoring enables more efficient and effective monitoring and allows any issues to be solved immediately even when data centers are unmanned.

- Quick system failure detection and solutions means never needing to rely solely on backup systems. This eliminates the possibility of total system failure.

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