

Ooyala NOC

TV-quality live streams at all times

Today's viewers expect TV quality experiences on all devices, at all times. Whether it's a live streamed event or an episode premier, a few seconds of downtime can be costly. It can mean lost customers, lost revenues and lost brand image. The Ooyala NOC provides 24/7 proactive monitoring of your live events and linear channels by dedicated engineers, and resolves issues before your viewers see them.

REAL-TIME MONITORING

The Ooyala NOC features around-the-clock monitoring to ensure TV-like live streaming at all times, on all devices. With live monitoring and automated dashboards, as well as the eyes of our professional team watching at all times, we spot and resolve issues as they arise, not after the fact.

24/7 DEDICATED, MULTI-TIERED SUPPORT

In today's always-connected world, no viewer wants to be left behind. High availability and a consistent, quality experience is a requirement for broadcasters today. With multi-tiered support by our dedicated engineers and a direct line to the monitoring team during an event, you get guaranteed fast response and issue resolution around the clock.

END-TO-END EVENT TESTING AND REPORTING

Start times are crucial. Online viewers start leaving if a video doesn't play within two seconds, and after five seconds of start time, drop-off rates climb exponentially! With pre-event testing and fine-tuning of encoder profiles, Ooyala NOC support ensures that your streaming video starts on time and at the best quality. Then, receive automated reports of event KPIs during and after the live event, to dynamically make changes or plan ahead for future events.

Features

- ◆ Real-time monitoring by engineers
 - ◆ Automated monitoring dashboard
 - ◆ QoS and QoE monitoring
 - ◆ Live stream telemetry data
 - ◆ Instant alerts and notifications
 - ◆ Pre-event set up and tuning
 - ◆ Multi-tiered support
 - ◆ Guaranteed fast response and resolution times
 - ◆ Automated KPI reporting
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About OoyalaLIVE

OoyalaLIVE is an out-of-the-box solution you can use to set up, manage and deliver linear TV channels and live events. Our self-service portal lets you set up a live stream in minutes, deliver it to multiple devices, and monetize it with dynamic ad insertion.

For more details about our Live solution based on the Ooyala Flex Media Platform or Ooyala NOC, [contact sales@ooyala.com](mailto:sales@ooyala.com).

www.ooyala.com sales@ooyala.com

For over 10 years, Ooyala has been at the forefront of shaping the OTT and media workflow revolutions as a leading provider of software and solutions that optimize the production, distribution and monetization of media. National Rugby League, Dell, SkySports and Media Prima are global customers that rely on the Ooyala Flex Media Platform to successfully produce, manage, and distribute media and become more efficient, more open and more extensible to meet the evolving needs of their viewers. Headquartered in Silicon Valley, Ooyala is a US based subsidiary of global telecommunications and IT services company, Telstra, with offices in Chennai, Cologne, Dallas, Guadalajara, London, Madrid, New York, Paris, Singapore, Stockholm, Sydney, Tokyo, and sales operations in many other countries across the globe. For more information, visit www.ooyala.com. For inquiries, contact us or email sales@ooyala.com.