

Who is Rev2?

Rev2 is a rapidly growing Business Risk Analytics™ provider focused on delivering solutions that improve business performance. Our patent-pending RiskView® Risk Concentration Analysis™ framework offers the ability to identify, compare and quantify vulnerabilities across the entire enterprise before they impact business performance. RiskView identifies the materiality of risks according to their potential impact on business performance, helping our customers to prioritize and schedule business process improvement, problem resolution, and overall spending. RiskView outcomes typically include: Reduced organizational risk profile; Reduced OpEx; Improved customer experience; and competitive advantage.

What is RiskView?

Rev2's RiskView® is an Outage Risk Analytics framework that incorporates a risk data warehouse and visualization engine. By accurately identifying concentrations of risk within the service delivery infrastructure, the RiskView improves your subscribers' service experience and your business's operational efficiencies.

How Does RiskView complement ARRIS solutions?

By integrating with ARRIS ServAssure and WorkAssure, RiskView enables an unprecedented level of operator analytics while providing additional metrics such as Call Center Logs, Truck Rolls, Maintenance Work Orders, etc. As an example, ServAssure makes detailed hourly measurements of the number of CPE in trouble on every upstream and downstream port and then feeds these values into RiskView for problem correlation, risk scoring, and prioritization. Likewise, WorkAssure feeds RiskView with detailed records of all Service Truck Rolls, from origination of work through final disposition, including disconnects and referrals to HFC Maintenance.

What Is Outage Risk Analytics™?

Outage Risk Analytics is the RiskView output that helps operations teams identify, analyze and respond to operational risks that might impact the subscriber's experience or the organization's business objectives. By determining how outages and risks map together, RiskView helps you identify the concentrations of risk that represent your most material service outages. The resulting risk analysis enables you to:

- Identify chronically misbehaving devices that are causing subscriber outages;
- Isolate recurring execution problems specific to a region or departmental silo;
- Prioritize preventative maintenance;
- Reduce call volume, truck rolls, and repeat service calls.

What are material risks?

A service delivery infrastructure's potential vulnerabilities are found in material concentrations of risk. A critical advantage of RiskView is that it uses Risk Concentration Analysis to classify risk data in a meaningful way that enables our customers to see these concentrations. These "risks that matter" become evident when each risk is considered in the context of all risks throughout the organization.

What is Risk Concentration Analysis™?

Using our patent-pending Risk Concentration Analysis methodology, RiskView collects and correlates risk and vulnerability data from all data sources throughout your service delivery infrastructure. RiskView normalizes these risks into a common format and language for comparison. Then, each risk is assigned a unique Materiality Score, which reflects its potential impact to your business (Financial Risk) or to your subscriber (Reputational Risk).

What is a Materiality Score?

The RiskView engine assigns a Materiality Score to each risk across your organization, enabling material risks to stand out from the rest. After collecting vulnerability data from throughout the business, RiskView assigns a score to each “risklet” that reflects its likelihood to cause a problem – as well as the impact that problem would cause. RiskView was designed to address the reality that *the same risks have multiple impacts on the business*.

What is the value proposition for cable operators?

At major MSOs, RiskView has demonstrated dramatically reduced network outages and a reduction in related calls and costs. RiskView cable operators save money on controls, lower their overall business-wide risk profile, and position their businesses to gain competitive advantage.

What are the typical RiskView cost savings?

- Reduced subscriber outage minutes and subscriber call volume;
- Correlation of subscriber video problems with infrastructure issues, such as identification of specific CPEs, cards, ports and circuits with chronic failures;
- Optimized spend/value via improved productivity, activity focus change, impact analysis, internal process improvements, etc.;
- Time to receive results, increased free-up capacity, and therefore extended engineering capabilities.

Contact us today for a Proof of Concept tailored to your business: 400 Columbus Ave., Suite 240E, Valhalla, N.Y. 10595, 914.614.8600. <http://rev2.com>, info@rev2.com.

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