

Transaction News - Teradyne

Teradyne and Stargus Partner to Empower Internet Customer Care

Business/Technology Editors

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NetFlare(TM) and CableEdge(TM) Technologies Combine to Improve

Customer Care through Cable Access Network Fault Isolation

Teradyne, Inc. (NYSE:TER) and Stargus today announced a partnership that will enhance the capability of Teradyne's NetFlare(TM) Internet QoS Diagnostic System to help cable operators improve the Customer Care experience for their subscribers. Based on Teradyne's licensing of some CableEdge technology, data that has been collected and analyzed by CableEdge will be brought automatically up to NetFlare for further analysis. This combination enhances NetFlare's end-to-end support for Customer Care Centers of large HSD (High Speed Data) deployments to pin-point faults within the access network, including home, HFC (Hybrid Fiber Coax) plant or head end, and expedite their resolution. Designed to address the industry's appeal for more integrated call center applications, the joint solution benefits cable operators by reducing wasted truck rolls and the volume and length of customer support call times. Availability is targeted for the first quarter of 2003. Both CableEdge and NetFlare are proven in multiple live network trials with cable operators.

"As the industry quickly moves to roll-out advanced voice, video and data services, there will be unprecedented pressure on back-office systems to ensure service quality and customer satisfaction," said Tony Werner, CTO of Liberty Media. "Presented today with individual products that must be pieced together in a costly and time-consuming process, we strongly support software vendors partnering to create integrated solutions that reduce our costs, streamline our operations and support our critical service assurance needs."

"To serve their broadband subscribers better, cable operators want fewer management systems and tools that go beyond single purpose tests for an individual subscriber," said Wayne Lasson, general manager of Teradyne's Broadband Test Division. "With Teradyne's over 25 years of experience in Customer Care automation and Stargus' intimate knowledge and expertise with cable modem standards and networks, the two companies complement each other to meet the integration needs of cable operators for customer care. Together we will help cable operators zero-in on access network problems, especially intermittent and 'cannot connect' issues, and bring a faster resolution to customer concerns."

"Teradyne's use of our CableEdge platform is a strong endorsement of our patent-pending technology by a market leader in broadband test, monitoring and customer care solutions," said Russell Stephens, President and CEO of Stargus. "This partnership supports our strategy of delivering a comprehensive data collection and analysis platform that can be leveraged directly by our own CableEdge applications or by best-in-breed partner applications, such as NetFlare."