

Euskaltel [Spain]



Monitoring cable TV services

Euskaltel is the global telecom operator of the Basque Country, in the northern region of Spain. The mission of its control room in Bilbao is to centralize and control the cable network equipment. This includes the digital TV headend, the terrestrial analog headends, the HFC network equipment and the TV services that are provided throughout this platform.

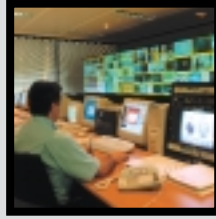
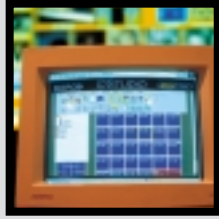
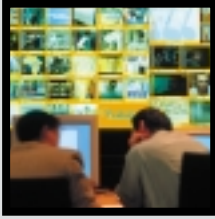
A flexible monitoring solution

When Euskaltel started to use the CATV digital headend, they decided to postpone the installation of a complete broadcast display system. They first wanted to evaluate how they would best monitor the channels and services they offer. Reality showed that the supply of channels, commercial packages, etc. was changing so fast, that working with a "stable" scenario was not feasible. On the other hand, with a growing number of clients, they needed a tool to display the broadcasting of radio and television services in a flexible and efficient way, detecting any anomaly in the broadcast services rapidly.

Mr. Koldo Unaune, New Services Engineer for Euskaltel stated: "We decided to look for a display system based a combination of multiscreen generators and big projection areas. From that point, we searched for suppliers that could meet our basic requirements."

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Euskaltel's major requirements

Flexibility - to increase or reduce displayed sources and to be able to have a variation in display area and display position of each source.

Effectiveness - besides showing the image of the different channels, the system had to monitor and advise the operator of errors that could affect the broadcasting, such as loss of the image, freezing, black signal or pixelization.

Aesthetics - the system would improve their corporate image.

Ergonomics - the system had to offer perfect image quality for the operator's viewing comfort and at the same time it had to be easy and comfortable in its day-to-day handling.

Cost of ownership - the long term cost per channel, taking into account the spares, air conditioning and the compensation for the complex cabling of the monitors, needed be lower than the cost of ownership of the traditional display solution.



Customer satisfaction

Thanks to the implementation of iStudio, Euskaltel's customers receive a higher quality of service. Operators are able to reduce response times to a minimum, in case one of their services fail.

Mr. Unaune continued: "The project suffered the typical problems of any implementation of a new solution based on new equipment. Lancable, a well known Spanish integrator, knew

how to manage this project in an effective way and was able to meet the goals stipulated by Euskaltel. Barco's iStudio now lives up perfectly to our expectations and we are very happy with its functioning." Amongst the future projects of Euskaltel's CATV, a technical optimization of the quality of the broadcasted signals is planned. They want to focus on offering more 'added value' services towards their clients.

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Barco Control Rooms is an ISO 9001 registered company. The information and data given are typical for the equipment described. However any individual item is subject to change without any notice.

Barco Control Rooms - Belgium
Noordlaan 5, 8520 Kuurne
Phone (32) (56) 368211
E-mail sales.bcd@barco.com

Germany Phone (49) (721) 62010
USA Phone (1) (770) 2183200
Brazil Phone (55) (11) 38421656
Japan Phone (81) (3) 57628720
Hong Kong Phone (852) 23970752

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www.barcocontrolrooms.com