

Witbe monitors IPTV for BestTV in China

BestTV, one of the largest IPTV operators in China with over 3 million subscribers, has chosen Witbe's solution to monitor and measure Quality of Experience (QoE) from their Media Monitoring Centre in Shanghai.

Using automated test devices called Robots to simulate user actions, the Witbe solution provides key features for service quality assurance:

- Troubleshooting service issues from remote locations and providing relevant data for quick fault resolution;
- Helping R&D engineers benchmark Set Top Boxes (STBs) and IPTV middleware applications by automating functional and regression test sequences;
- Providing key performance metrics to management.

The Robots measure the video and audio signals from behind the STB using standard video outputs (HDMI/Component for HD or S-video/RCA Composite for SD) and calculate a Mean Opinion Score (MOS) for quality based on true user experience. They can also send a sequence of automated IR signals to the STB and analyse screen responses to provide accurate metrics on zapping time and menu response times.

"With Witbe's technically unique solution, we make objective perceptual quality measurements, which are not easy otherwise because BestTV has a lot of interactivity in the service. It also helps our staff understand issues reported from remote sites and also the variation of quality from STB to STB," says Mr. Bobby Lee, Chief Technology Officer of BestTV.

Witbe's IPTV solution has become an industry standard used by Tier 1 Operators worldwide. In 2010, it won the IPTV World Series award in the category of "Best Quality Improvement Solution". Its three-screen monitoring solution is shortlisted for the 2010 CSI awards for "Best monitoring or network management solution".

About BestTV

BestTV is well-known in China's IPTV industry. It partners with China Telecom and China Unicom to provide IPTV services in more than 70% of P.R. China. www.bestv.com.cn

About Witbe

Since 2000, Witbe has been developing an innovative approach to measuring the actual end-to-end quality delivered: Quality of Experience (QoE) monitoring.

Witbe, headquartered in France and operating in Hong Kong, Singapore, Morocco and New York, serves the major operators throughout the whole world. www.witbe.net