

Introduction:

Corpus has employed a dedicated team to support Kaltura in its Onprem deployments. In each deployment we handle integration with CDN integration (Akamai, limelite), and integration with third party applications such as Web conferencing, Video analytics, Video platform security, SSO authentication integration and granular control of content and Customization of video portal.

Advance Feature Integration

- » HDS/ HLS play back delivery
- » E-CDNintegration, Video quizzing
- » Mobile &Html5 player integration
- » Smart video monetization
- » Digital Rights management
- » Media space video portal and AsperaHigh speed upload

Support and Maintenance

- » Showstopper/production broken– immediate investigation, with follow-up daily until resolution.
- » Major bug – 2 business days for initial investigation, with daily follow-up until resolution.
- » Minor bug – 5 business days for initial investigation, with daily follow-up until resolution.

Corpus Team in Kaltura

| Team | Skill Set | Team Size | Overview |
|-----------------------------------|--|-----------|--|
| Deployment and System integration | Red Rat certified Professionals, PHP, Shell Script | 4 | Installation, testing, bug fixing and deployment of the System, MediaSpace, SharePoint extension, CDN, eCDN on the premises of Customer, in accordance with instructions and specifications provided by Kaltura. |
| Support and Maintenance | Red Rat certified Professionals, PHP, Shell Script | 2 | This involves ensuring that the supports tickets issued to Corpus is addressed. i.e. third line support for kaltura customers. |
| Testing | Test planning, Test Execution, Bug Reporting, Automation | 2 | System Testing and UAT |

Testing Services

- » System Testing
- » Application Testing
- » Compatibility Testing and UAT
- » Test Plan Generation for each deployment
- » Test Execution and Report

Support Methodology

- » Interact with the Helpdesk team, Kaltura PS team and Onprem customers.
- » Provide a solution or a workaround for the problem as defined in the SLA
- » After approval from kaltura team and we implement the solution by ensuring that the scope of the application is not affected.
- » All the activities of the team will be recorded in detail in the JIRA workflow ticketing system, including the discussions with customer and kaltura.
- » To be contactable via email or phone or both by Kaltura / Customer (on agreed working hours)
- » To execute the activities defined for the SLA according to the agreement between Kaltura and Corpus.
- » To raise all escalations to the Kaltura PS Team.

About Corpus

Corpus Software PVT LTD is a CMMi-3 assessed media & entertainment products & services company delivering intelligent, Integrated, interactive solutions and the necessary supporting technologies across TV, PC & Mobile devices. Corpus Software services division serves IPTV, DTH, MSO's, Mobile Operators, Broadcasters/Content owners and OEM's across North America, Europe & APAC serving customers from 8 offices worldwide. Our focus areas are Testing, Interactivity, Mobility, Gaming, BI/Analytics, OSS/BSS integration, DTV & DVB solutions across Quad play and three screen worlds.