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Best IPTV test and Quality of Service/Experience technology or solution

This category covers any technology or service that can be used to test, monitor, report upon, analyse or manage (proactively or reactively) video services delivered over IP-based networks. This includes picture quality, components of transport streams, and of course, Quality of Service, as examples. It also includes any technology or service that can be used to test, monitor, report upon, analyse, manage or in some way impact the overall customer experience in relation to IP video based services. Areas covered by Quality of Experience could be technical (like provisioning and home network monitoring diagnostics and troubleshooting) or non-technical (like customer relationship management and billing). However, Quality of Experience must relate directly to improving the experience customers have with the services they request; it does not cover sales.

Our definition of IPTV is a technical one and is not limited to video services delivered by telcos and alternative broadband providers over xDSL and FTTH, etc. For the purpose of this category, IPTV means video services (live or on-demand, streamed or downloaded, etc.) where the video data is carried in an IP packet across the contribution/backhaul network, distribution network, backbone/transport network or the last mile/access/transmission network, or any combination of these. This category is open to solutions relating to both private managed network video services and public Internet services (whether managed or unmanaged). Please note that other categories may use a different definition of IPTV so please check the guidance for each category separately.

