



SCTE Summer Lecture Meeting

"THEN, NOW AND THE FUTURE"

Followed by Archery, Clays & Pistol Shooting



to be held on

Wednesday 4th July 2018

at

TYLNEY HALL

Ridge Lane, Rotherwick, HOOK, Hampshire RG27 9AZ

Registration at 9.30 am

For this very special SCTE event, we are once again combining our Summer Lecture Meeting with an exciting afternoon activity programme.

This year's summer event will feature a combination of clay pigeon shooting, archery and pistol shooting (but not at the same time, ha ha!). We very much look forward to sharing it with you!



SCTE Summer Lecture Meeting

“THEN, NOW AND THE FUTURE”

Programme For The Day

THE SCTE'S LECTURE MEETING WILL BE HELD IN THE CHESTNUT SUITE

9.30 am COFFEE AND REGISTRATION

10.00 am Chairman's Keynote Introduction and Overview

David Hodges

SCTE Papers' Committee Chairman

10.05 am “A Nostalgic Look at the Early Days of Cable TV”

Paul Smith FSCTE

PFS Consultants

This presentation outlines the early days of Cable TV in the UK, covering the technology involved and the first UK Cable TV projects (such as Welly Telly). It also highlights UK satellite TV and Pay TV services in the early 1980s, reflecting upon the development of the industry, lessons learned and the first HFC network builds.

10.50 am “Transforming the Customer Support Experience While Saving Money”

Matt Grant, Business Development Director

Real VNC

Cable companies face an uphill battle to improve customer NPS, while controlling call centre and on-site support costs. Achieving both these goals may seem like a contradiction, but there are well-established IT help desk strategies that are being successfully applied to the cable industry.

In this session, RealVNC will share a fascinating case study from a major cable operator in North America. It will explore how it has used remote access software on its set-top boxes to increase first-call resolution rates and reduce on-site service calls. The cost saving in support operations have been dramatic, with significant improvements in customer satisfaction. Applying traditional IT help desk technology to the cable industry is delivering major benefits and is also opening the door to more innovative call centre and maintenance services.

11.35 am BREAK FOR TEA/COFFEE

11.55am “5G Fixed Wireless Access Study on the UK”

Jeroen Buijs, CTIO/Head of Solutions, GCU

Liberty Global, Ericsson Telecommunicatie BV

What is 5G and how can it be applied to the Cable industry? This presentation will give an overview of 5G technology, focusing on a use case which explores the technology for the UK. A 5G fixed wireless access study on the UK will be presented and discussed, along with current implications and future applications for the technology.

12.40 pm Questions and Closing Remarks

David Hodges

SCTE Papers’ Committee Chairman

12.50 pm BREAK FOR LUNCH

(in the Phillips Suite/Garden)

2.00 pm AFTERNOON ACTIVITY SESSION

ARCHERY, CLAY PIGEON SHOOTING & PISTOL SHOOTING

For the afternoon session, guests will be split into three groups so that everyone can have a go at all the activities. Archery will be held in Middle Vista, clay shooting in the Orchard and pistol shooting on the Old Croquet Lawn.

As you will immediately see from visiting Tylney Hall, the grounds are absolutely stunning so please try to take a few minutes for a stroll around. Since 1985, a painstaking restoration programme has been in place to reinstate the gardens to their former glory and they are definitely worth seeing!

The afternoon will include a TEA/COFFEE break at an appropriate time during the activities.

5.00 pm CLOSE OF DAY

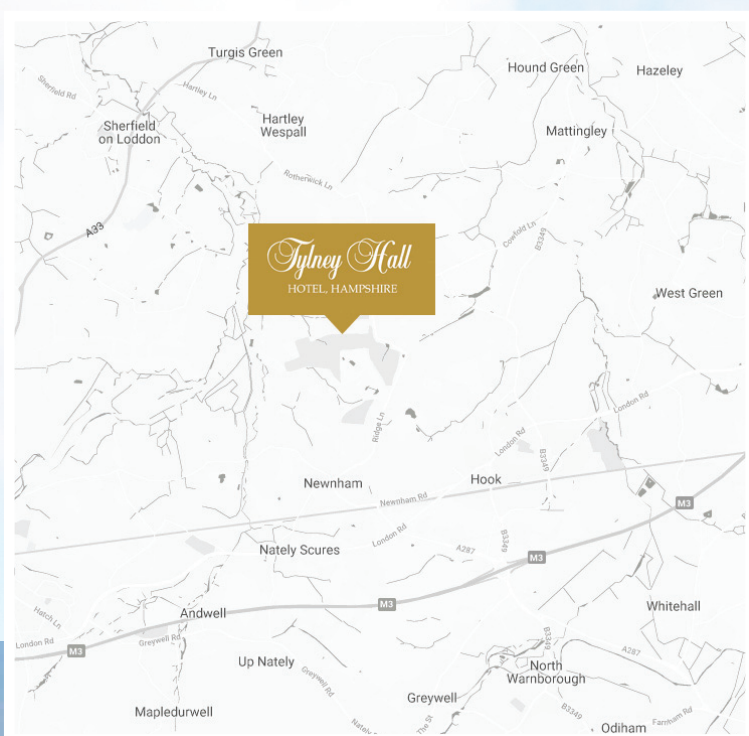
HOW TO BOOK

Places are limited on this occasion, so please don't delay in making your booking otherwise you may be disappointed. Whilst the SCTE is heavily subsidising this event, due to the high costs particularly for the afternoon activities, we are asking every SCTE Member who wishes to be included in the afternoon session to pay a non-refundable nominal fee of £30 (inc. VAT). This fee must be paid at the time of booking in order to confirm your place.

However, if you just want to come along to enjoy the lecture meeting and lunch, then this is complimentary. However, it is essential that you confirm your attendance beforehand as places are limited.

To book your place for this exceptional event in the SCTE calendar, please contact the SCTE office on Tel: **+44 (0) 1923 815500** or email the SCTE Secretariat on **office@theSCTE.eu**

MAP



www.theSCTE.eu