

CASE STUDY



Sweetwater Cable Television Needed to Discover the Location of Elusive Impairments in their Plant.

We helped them uncover
the culprits

"Some of these problems are like ghosts. You know the broken parts are there somewhere, but you can't find them."



ZCorum

1.800.909.9441

4501 North Point Parkway, Suite 125
Alpharetta, GA 30022

ZCorum.com | TruVizion.com
Facebook.ZCorum.com
Twitter.com/ZCorum



SWEETWATER CABLE TV

ELUSIVE IMPAIRMENTS

IMPAIRMENTS WOULD OCCUR IN SWEETWATER'S PLANT THAT DEFIED DISCOVERY BY THEIR TECHNICIANS. THE TEAMS SPENT COUNTLESS HOURS ROLLING TRUCKS, CHANGING FITTINGS, AND SWAPPING OUT HOME EQUIPMENT ONLY TO HAVE THE SAME ISSUES RETURNING OVER AND OVER.

THE CHALLENGE

Located in Rock Springs, Wyoming, an area known for its hometown charm, scenic surroundings, and rich history in coal, Sweetwater Cable TV is a family owned company that's been in operation since 1956. They've developed a stellar reputation as a provider of cable television, Internet, and digital voice services and work hard at upholding that reputation.

To stay on top of customer issues and quickly resolve them, Sweetwater's technicians were using diagnostics data to detect problems and locations that needed to be addressed first. Using maps for pinpointing RF issues, analyzing codeword errors and studying historical modem and channel data allowed them to track down and resolve service issues for their subscribers. However there were times when the technicians were stymied and unable to pinpoint the exact source of a problem.

SOME OF THESE PROBLEMS ARE LIKE GHOSTS. YOU KNOW THE BROKEN PARTS ARE THERE SOMEWHERE, BUT YOU CAN'T FIND THEM.

MARTY CAROLLO
NETWORK MANAGER AT SWEETWATER CABLE TV

Sweetwater would use considerable resources trying to track down these elusive issues. Trucks would roll, equipment in the subscriber's home would be changed out and fittings on the line would be reinstalled. But occasionally, in spite of their best efforts, the problems persisted. Often on these puzzling cases the signals from the home still looked normal but the quality issues continued.

The plan: Sweetwater knew they needed advanced technology to remedy these problems. They turned to ZCorum to bring into play a solution that would delve deeper and help Sweetwater discover the root cause and location of these mysterious problems.

THE SOLUTION

ZCorum deployed PreEqualization Analyzer on Sweetwater's network with expectations that it would narrow down the location of problems, as well as which devices were being affected.

To test the effectiveness of the new tool, Sweetwater put it to use on a puzzle they had been unable to solve. Some of Sweetwater's subscribers had been experiencing dropped calls and echoes on the line in their digital voice service and the source of the problem was eluding Sweetwater's technicians.

Some significant detective work had already been employed in trying to locate the problem; however they were unable to pinpoint the source of the trouble. Adding to the mystery were the neighbors in the area who began experiencing the same problems.

Success! PreEqualization Analyzer immediately gave Sweetwater's technicians the information they needed to find the root cause and the location of the problem. The "ghost part" causing the voice service issues turned out to be a loose fitting that was over 600 feet away from the subscriber's home. PreEqualization analyzer pointed them to the problem within two feet.

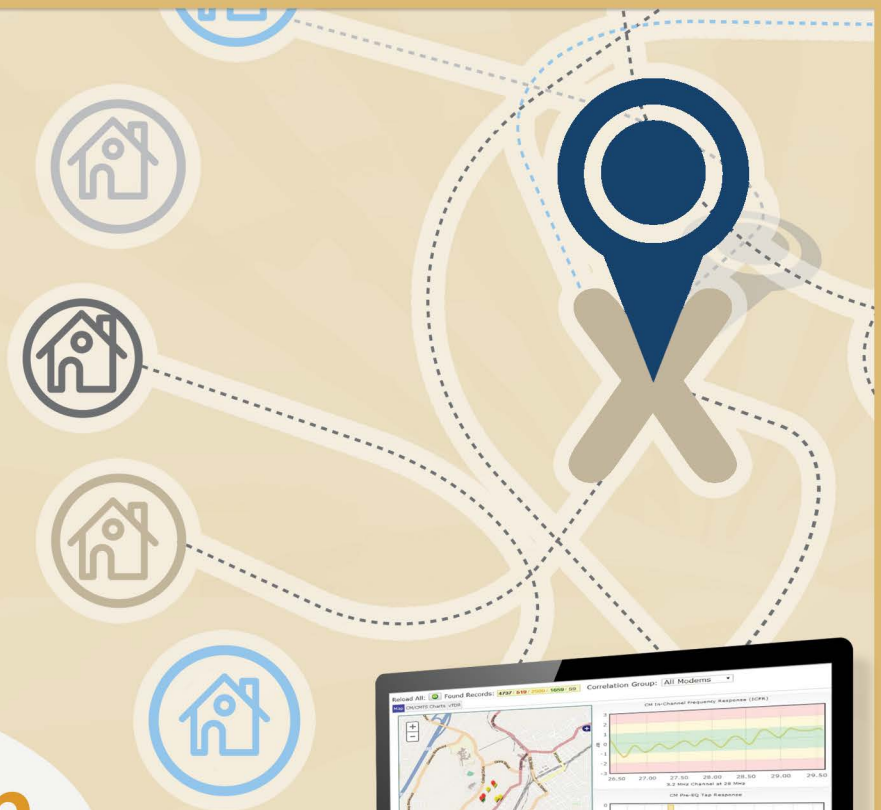
Soon after that riddle was solved, a different issue had Sweetwater confounded and PreEqualization Analyzer led Sweetwater's technicians to a spot that was 1000 feet from the subscriber's home. Trucks had been rolling under and striking an overhead line, eventually damaging it enough to cause an impairment but the damage wasn't noticeable.

And being so far from the subscriber's home there was no indication that the problem was originating from that spot. It was not an area they would have even considered had it not been for PreEqualization Analyzer pointing them to it.

WE WOULD NEVER HAVE FOUND THESE ISSUES HAD IT NOT BEEN FOR PREEQUALIZATION ANALYZER. IT POINTED US RIGHT TO THE PROBLEMS.

MARTY CAROLLO
NETWORK MANAGER AT SWEETWATER CABLE TV

PINPOINT THE LOCATION



PreEqualization Analyzer

PROACTIVE NETWORK MAINTENANCE



THE RESULTS

The ability to pinpoint the location of problem equipment and proactively eliminate future problems has made a difference in how Sweetwater maintains their plant.

Sweetwater's field technicians have begun utilizing PreEqualization Analyzer for proactive network maintenance on their plant and as a result they have seen the number of tech support calls and truck rolls decrease significantly since the deployment of the tool.

PreEqualization Analyzer has become an integral part of Sweetwater's diagnostic tool set and provides the data they need to solve those network mysteries.

**"IT HAS
BEEN AN ABSOLUTE
UNMITIGATED SUCCESS
FOR US."**

MARTY CAROLLO
NETWORK MANAGER AT SWEETWATER CABLE TV

THE BOTTOM LINE

ZCorum provided Sweetwater cable with a proactive maintenance tool that gave them the ability to be proactive in maintaining their plant to eliminate potential problems. Over time this will reduce support calls and truck rolls. In addition Sweetwater uses PreEqualization Analyzer in tandem with other diagnostics tools from ZCorum to help pinpoint the location of elusive recurring issues in their cable plant.



ZCorum™

1.800.909.9441

4501 North Point Parkway, Suite 125
Alpharetta, GA 30022

ZCorum.com | TruVizion.com
Facebook.ZCorum.com
Twitter.com/ZCorum