Case Study

Cunningham Telephone & Cable Invested in ZCorum's Diagnostics

That investment is paying off with one of the cleanest plants in the business

Based in North Central Kansas, Cunningham's strategy is to bolster a strong culture of performance and service for their subscribers by investing in a mix of diagnostics software and support services for managing their network and being proactive in their troubleshooting. Their long established strategic relationship with ZCorum has given Cunningham better options for keeping their troubleshooting and maintenance operations under control. And it has also given them the power to build one of the cleanest plants around. In fact, a review of the data gathered from ZCorum's proactive network maintenance software revealed that less-than-one-percent of the devices on Cunningham's plant are compensating for a significant upstream impairment, which is substantially lower than other cable plants.

Cunningham had been using TruVizion, ZCorum's diagnostics software for several years to diagnose and troubleshoot issues on their cable plant. This positive experience had led them to look at two other ZCorum tools, PreEqualization Analyzer and Upstream Analyzer, and to step up to a proactive maintenance strategy for their plant. Cunningham's troubleshooting teams needed answers to two essential questions:

1. Where are some hidden issues we may not be aware of?
2. What is causing the problem?

> *"Adding PreEqualization Analyzer and Upstream Analyzer to work alongside TruVizion has made a world of difference."*
>
> -Doyle Nelson, TV and Internet Technician

REAL WORLD RESULTS

Since the completion of the implementation project, even years later, Cunningham is still impressed with the regular addition of new features in the tools and the support they're receiving from ZCorum. The stability of their plant is excellent and user satisfaction is high. Cunningham is realizing lower cost of maintenance with such a clean plant, and they're able to provide their subscribers with the service they demand. Cunningham has long relied on their relationship with ZCorum, and having access to their suite of diagnostic tools has given them a better way of getting things done.

LOOKING AHEAD

In the future ZCorum will continue to work hard to maintain our close relationship as a trusted partner to Cunningham Telephone and Cable. We are proud that we are their partner of choice for diagnostics tools.

The answers came easier when Upstream Analyzer and PreEqualization Analyzer were applied in coordination with TruVizion.

Now that the foundations have been established we revisited with Cunningham to hear how things were progressing over time with the tools. We were anxious to hear about their clean plant transformation since we last wrote about them in these case studies on PreEqualization Analyzer and Upstream Analyzer.

They told us they were immediately able to target trouble spots with the two new tools and they realized being proactive with their plant maintenance was making a huge difference. With PreEqualization Analyzer and Upstream Analyzer along with TruVizion, they had the ability to dramatically reduce the time to analyze and identify issues, which created tremendous savings in time for repair and maintenance technicians in the field.

"Adding PreEqualization Analyzer and Upstream Analyzer to work alongside TruVizion made a world of difference remarked Doyle. "Now not only could we see modems having problems, we could suddenly see all the underlying issues like micro reflections and noise in the return path causing RF issues." And they soon realized that fixing one issue often resolved other issues they were seeing in the plant.

"These tools have helped us quite a bit on reducing our service calls," added Easter. "I worked in another company that didn't have a plant as clean as this one and there were a lot of service calls. Here at Cunningham our service calls have been cut a lot."

We wanted to know how they went about getting their plant so clean. Hard work and diligence they said.

"We went hard for the first 6 to 8 months with PreEqualization Analyzer using a proactive network maintenance approach and that really paid off," says Doyle. "In just six months, we cleared up all the issues with micro reflections and suckouts throughout the entire plant. All the hidden faults were being detected by the tools and we were using all the tools religiously. We found every issue that was causing problems."

When we asked about the benefits of using Upstream Analyzer, Doyle explained that many times when they would go out with a regular spectrum meter to see the upstream from the CMTS, the signal would be so low they couldn't see it on the meter. But with the Upstream Analyzer software they could see even the lowest signal every time. Doyle jokingly remarked, "Without that software I would have looked for another job long ago!"

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>
> **–Doyle Nelson**

About ZCorum

ZCorum is the leading provider of innovative diagnostics and managed broadband solutions to telecommunications companies, helping them reduce costs, increase operational efficiency and improve the subscriber experience. For more information, visit: ZCorum.com.