

## GEUS needed to quickly & efficiently diagnose problems

# Our solution reduced truck rolls

### Problems are Diagnosed Quickly and Efficiently

Signal information, combined with built-in mapping, historical data, code word error reports and port statistics help GEUS Technicians eliminate much of the guesswork identifying the cause and location of the problem.

The City of Greenville, Texas began producing power in 1891 for 40 street lights and 1,000 homes, operating only at night unless there was a matinee performance at the King Opera House.

In 1999, Greenville's leaders were having difficulty attracting businesses that needed high speed Internet. So the municipally owned electric system built a hybrid fiber coaxial (HFC) cable system. Not long after, citizens began connecting to the city's state-of-the-art system that offered cable TV and high speed Internet to more than 10,000 homes and businesses. GEUS has been a ZCorum customer since 2001. Among other managed services, ZCorum provides CPE provisioning, subscriber email and 24 x 7 technical support for the utility's broadband customers. In 2009, ZCorum introduced their TruVizion Diagnostics software and GEUS was one of the first operators to use the new tool.

"I came on board at GEUS not long after ZCorum's TruVizion software was deployed," said Jason Minter, Cable and Internet Manager at GEUS. "Prior to GEUS, I worked for another provider, where they didn't have a diagnostic tool."

*"TruVizion is one of the best tools I've ever worked with. I can go in to so much detail. Now we can drill down and actually see where the problem is. Don't ever get rid of it!"*

-Jason Minter, Cable and Internet Manager

### THE RESULTS

By regularly checking TruVizion to look for potential problems, GEUS has also been able to become more proactive in their maintenance, and are sometimes able to address issues before subscribers notice a problem.

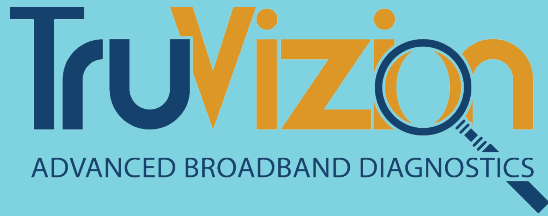
"I look for yellow and red modems so we can respond really quickly," he said. "We use the feature where you can compare a customer's modem to five others in that location, so we can easily see if it's an in-home problem or something bigger. That is very helpful for us."

"We truly enjoy TruVizion," Minter said. "It's one of the best tools I've ever worked with. I can go in to so much detail. If I'm on the phone with a customer, I can quickly check the RF and power levels and even ping their modem while I'm talking with them. It's a great tool. Don't ever get rid of it!"

Minter said that when subscribers would call in with a problem, the standard procedure at the other provider was to roll a truck to troubleshoot the issue in the customer's neighborhood or house. As you can imagine, this was a very time consuming and costly issue.

"I came to GEUS and immediately saw the power of TruVizion," Minter said. "It's a very valuable tool for me and my staff. We use it every day. When we get here in the morning, it's the first screen that we bring up."

# PINPOINT THE LOCATION



TruVizion allows GEUS to diagnose a problem quickly and efficiently by displaying a comprehensive view of the company's DOCSIS network, along with the status of subscribers' equipment. Signal information, combined with built-in mapping, historical data, codeword error reports and port statistics help GEUS technicians eliminate much of the guesswork in identifying the cause and location of the problem.

"When a customer calls in with an Internet problem at their house, a customer service representative (CSR) will look at TruVizion to diagnose the problem," Minter said. "The CSR will then call a dispatcher who will locate a field technician and tell him/her what they think the issue is prior to the technician stepping foot in the house."

TruVizion's technology works in tandem with ZCorum's mobile app. Field technicians at GEUS use TruVizion on their mobile devices to detect and find issues directly from the field, effectively eliminating the need to call the home office or visit a customer's home to take readings.

Minter said TruVizion has helped GEUS significantly reduce truck rolls, and if it is necessary to visit a customer's home, it takes considerably less time to get the issue fixed.

"The biggest thing it's done is it has narrowed down the chase," he said. "A tech can look at the map and see offline modems or struggling modems, and it really pinpoints where they need to go. Before TruVizion they would just go out blind. Now we can drill down and actually see where the problem is."

## THE BOTTOM LINE

ZCorum provided GEUS with a diagnostics tool that gave them the ability to view problems quickly and efficiently, resulting in reduced support calls and truck rolls.

In addition, signal information, combined with built-in mapping, historical data, codeword error reports and port statistics help GEUS technicians eliminate much of the guesswork in identifying the cause and location of the problem.

**“It's a very valuable tool for me and my staff.”**

**–Jason Minter**

## 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](http://ZCorum.com).