

How FiberVU Streamlined Provisioning and Accelerated Fiber Growth for NEXGEN

NEXGEN implemented a unified activation platform to dramatically speed up deployments.

INTRODUCTION

Founded in 2001, NEXGEN is one of Belize's long-standing broadband providers. Over the years the company has grown from a traditional cable operator into a mixed fiber and coax provider, and is now actively migrating subscribers from DOCSIS to fiber across multiple Belizean communities. NEXGEN delivers a comprehensive range of Wi-Fi, internet, cable, and streaming services that bring faster, more reliable connectivity to customers throughout Belize.

THE CHALLENGE

Rapid fiber expansion exposed limitations in NEXGEN's existing provisioning process. Activations were performed manually, one ONT at a time, requiring technicians to log into multiple systems and physically access OLTs in the field. In multi-OLT environments this approach relied heavily on trial and error, increasing the risk of mistakes and driving up deployment time.

While NEXGEN recognized that automation was essential, available vendor platforms could not fully address their needs. The company required a solution that could integrate directly with their GLDS billing system and serve as a reliable communication layer between billing and network infrastructure. Adding to the complexity, NEXGEN's network included a range of internationally sourced OLT platforms, creating compatibility challenges that made automated activation and deactivation difficult to achieve under a single system.

NEXGEN's goal was clear: unify provisioning across all platforms, eliminate manual steps, and create a process that could scale alongside their growing fiber network to better serve their subscribers.



AT A GLANCE

As NEXGEN expanded its fiber footprint, its legacy activation process struggled to keep pace. By partnering with ZCorum and deploying FiberVU, NEXGEN gained a centralized platform to manage multiple OLT environments and perform simultaneous activations. The result was faster deployments, more efficient field operations, and a scalable activation workflow that supports continued fiber growth and future CSR-driven activations.

“We were manually provisioning each unit one at a time.”

-Shanice Belgrove, Assistant Headend Manager, NEXGEN

THE SOLUTION

After evaluating multiple options, ZCorum's FiberVU emerged as the only solution capable of meeting NEXGEN's technical and operational requirements. FiberVU supports multi-vendor OLT environments while integrating seamlessly with the GLDS billing system, enabling true end-to-end automation across billing, provisioning, and device activation.

ZCorum worked closely with NEXGEN to customize FiberVU for their specific network environment, ensuring compatibility with their existing OLT platforms. As an existing customer using ZCorum's TruVizion and PreEqualization Analyzer applications, NEXGEN had confidence in both the technology and the partnership.

FiberVU now acts as the central communication bridge between NEXGEN's billing system and its OLTs, automating device activations and eliminating the need for manual, one-by-one provisioning.

"ZCorum has a great support system. They respond quickly and resolve any issues quickly."

Moamar Zelaya
Headend Manager
NEXGEN

"FiberVU let us automate everything and integrate our billing with activation. We would never go back. It's been the greatest help."

Shanice Belgrove
Assistant Headend Manager
NEXGEN

FASTER ACTIVATIONS AND SUPPORT FOR GROWTH

With FiberVU in place, NEXGEN's field technicians rely on a simpler, faster activation process that is far easier to manage and troubleshoot. Activations no longer require technicians to manually identify OLTs or work across multiple systems. Multiple activations can now be completed simultaneously from a centralized interface, significantly improving productivity in the field.

NEXGEN also highlighted the smooth onboarding process and the responsiveness of ZCorum's support team, which played a critical role throughout their migration to fiber. Looking ahead, FiberVU's scalability will allow customer service representatives to handle activations as well, further reducing the workload on technical staff as fiber expansion continues.

THE BOTTOM LINE

FiberVU provided NEXGEN with the automation needed to accelerate fiber deployments, simplify provisioning, and reduce manual effort. By supporting a diverse OLT environment and integrating fully with GLDS billing, FiberVU has become a foundational platform in NEXGEN's DOCSIS-to-fiber migration strategy. With improved efficiency, greater visibility, and a scalable activation workflow, NEXGEN is well positioned to continue expanding high-speed fiber services across Belize.

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 on ZCorum Fiber provisioning and activation, visit ZCorum.com/fibervu.



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