

NetUno Reduces Service Changes from 3 Days to 10 Minutes with FiberVU

ZCorum's FiberVU platform streamlined provisioning, accelerated deployment, and improved monitoring across NetUno's growing fiber network in Venezuela.

INTRODUCTION

Founded in 1995, NetUno is a premier fiber broadband provider based in Caracas, Venezuela. They provide a range of telecommunications services, including telephone, cable television, internet, and a fiber optic network to residential and corporate customers in Caracas and other cities in the region. They are a growing presence in the industry, with continued expansion on their roadmap.

THE CHALLENGE

As NetUno's network and customer base continued to expand, they knew they needed a more efficient way to manage provisioning, monitoring, and their service operations across the entire organization.

Their fiber provisioning relied on an internally developed system. And while functional, this system required complex manual processes, particularly around CPE configuration and ongoing service modifications.

Pre-configuring equipment involved complex logistics. Equipment had to be retrieved from the warehouse, powered on, manually configured, repacked, and returned before installation. This process slowed deployments and increased operational overhead. Service changes alone across the customer base could take up to three days to complete.

Areas NetUno targeted for improvement included:

- Provisioning and disconnection
- Service modifications and reconnections
- Troubleshooting and preventive maintenance
- Wi-Fi service management
- Bulk service updates

AT A GLANCE

NetUno needed to streamline manual provisioning and improve visibility across departments as its fiber network expanded. After implementing ZCorum's FiberVU platform, service changes that once took up to three days are now completed in approximately 10 minutes. FiberVU enabled centralized, no-touch provisioning, faster issue resolution, and improved monitoring, helping NetUno reduce operational complexity and enhance service quality.

"We couldn't see going back to a time before we had FiberVU. On the contrary, we plan to expand our use of the data that FiberVU provides to improve processes and analyze customer statistics."

José Martínez
VP of Operations & Engineering

THE SOLUTION

NetUno went in search of a solution that would align with their goals to move beyond manual workflows and gain centralized visibility across departments. After evaluating several operational improvement options, NetUno selected ZCorum's FiberVU.

With FiberVU, NetUno replaced manual, warehouse-based provisioning with centralized, no touch activation. Equipment now moves directly from warehouse to customer, eliminating pre-configuration steps and accelerating service delivery.

Beyond provisioning, FiberVU provides real-time visibility across engineering and operations teams. Departments including Customer Service, Contact Center, Revenue Assurance, and Sales Operations now have access to centralized data that supports faster service validation, proactive monitoring, and more efficient troubleshooting.

FiberVU delivers centralized provisioning, automated Wi-Fi SSID and password management, real-time bandwidth and capacity monitoring, return signal visibility from ONTs, and integrated ACS functionality all within a single platform.

THE RESULTS

Faster Deployment (3 days to 10 minutes): Service changes that previously took up to three days are now completed in approximately 10 minutes. ONTs no longer require bench configuration prior to installation.

Reduced Resolution Time: Many customer issues and outage reports that once required escalation (4+ hours) or on-site visits (6+ hours) are now resolved online without scheduling technician visits. This reduces escalations and dependency on specialized personnel.

Improved Monitoring & Visibility: FiberVU enables identification of:

- High-consumption customers
- Ports with excessive load
- OLTs with potential outage exposure
- Wi-Fi-connected devices and ONT performance metrics

This visibility supports NetUno's goal of delivering proactive, high-quality service.

THE BOTTOM LINE

By eliminating manual provisioning steps, accelerating service changes, and empowering multiple departments with actionable network data, NetUno has transformed its fiber operations with FiberVU. Looking ahead NetUno plans to further expand its use of FiberVU data to analyze market variables, refine processes, and improve customer insights.

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.

