

Sitwifi Streamlined their GPON Fiber Network Management with FiberVU

This Latin American Fiber Provider cut deployment times for their extensive network of FTTx devices from four months to two weeks.

INTRODUCTION

Sitwifi, headquartered in Mexico City, Mexico, is a leading telecommunications provider serving Mexico, Central America, and the Caribbean. Established in 2007, Sitwifi is known for its Business and Residential WiFi services across various locations including international airports, hotel rooms, classrooms, subway and bus stations, shopping malls, municipality hotspots, and the health and financial sectors. Additionally, the company offers telecom management and mobile Wi-Fi solutions, along with venue monetization services.

THE CHALLENGE

With its rapidly expanding subscriber base and associated fiber devices, Sitwifi faced the challenge of efficiently managing its growing infrastructure. With its subscriber numbers rapidly expanding, Sitwifi sought a solution to streamline and simplify the management and provisioning of their fiber devices and enhance resource utilization. They began searching for a comprehensive solution to handle its GPON terminals across all their diverse service locations.

Gustavo Caballero, GPON Specialist at Sitwifi, handles the operator's fiber optic solutions as well as network design, installation supervision, network technical support and after-sales support. He was looking for a provisioning platform that would work with the TR069 protocol and began his search for a solution by reading information and researching various options. He also reached out for some advice from peers at a major software and services company and they put him on the path to ZCorum's solution for service activation and device management. Caballero contacted ZCorum's Latin America team and began discussions with them about their FiberVU application, and how it would help improve the efficiency of their operation.

AT A GLANCE

Sitwifi, a leading telecommunications provider in Latin America, faced the challenge of managing its rapidly expanding fiber network and subscriber base. Seeking to streamline the management and provisioning of their FTTx devices, Sitwifi turned to ZCorum's FiberVU fiber activation and management system.

Leveraging the TR069 protocol and compatibility with various fiber vendors, FiberVU enabled Sitwifi to automate provisioning, manage subscriber and device information, and support diverse service locations.

Caballero had experience using self-provisioning platforms at other companies he had worked for, but at Sitwif they lacked a tool that could seamlessly activate and manage all of their fiber devices. This led to some challenges, including a lot of manual work and significant delays when they needed to deploy a large number of devices for new properties.

THE SOLUTION

In response to Sitwif's needs and requirements, ZCorum provided a trial of FiberVU, an advanced fiber activation and management application. FiberVU leverages the TR069 protocol, giving Sitwif the ability to streamline provisioning and manage subscriber and device information across diverse service locations. And, since it supports multiple fiber equipment vendors, it provides Sitwif with more flexibility because they are not locked into a specific equipment vendor's activation platform.

"FiberVU's support of the TR069 protocol has made a big difference in our operation, especially at the scale of terminals that we manage. And with this extraordinary savings in time, the implementation team only has to concentrate on the physical infrastructure part. The configuration of each terminal is already ready, it is just plug and play."

*Gustavo Caballero,
GPON Specialist at Sitwif*

THE RESULTS

Since implementing FiberVU, Sitwif experienced significant improvements in efficiency and resource utilization. The automatic self-provisioning by profile feature and cloud-based nature of FiberVU simplified installation and control of terminals, which led to quicker service activation and reduced deployment time. In their first project Sitwif saw a substantial decrease in the time required for configuring and deploying profiles, from four months to just two weeks.

In addition to the accelerated time for device activation, with over two thousand hotel terminals ready to implement, Sitwif also found they could use fewer human resources to activate services in the hotel sector.

Caballero praised ZCorum's customer service and technical support, describing the overall experience as outstanding, highlighting the extensive knowledge of the ZCorum team and their products. "The interaction with the entire team has been a very good experience, from the sales process to technical support, to the extensive knowledge of their product and how it would help us. Everything has been the best," Caballero stated.

THE BOTTOM LINE

Sitwif says that ZCorum's FiberVu has taken their fiber deployment to the next level by shortening implementation times and allowing more effective control of fiber devices in the field. They can grow more quickly while having more time to focus on their business goals. Caballero said other providers who are looking for a more efficient activation and management solution for their fiber devices should not hesitate to try FiberVU.

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 FiberVU, [visit ZCorum.com/solutions/fibervu/](https://www.zcorum.com/solutions/fibervu/).



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