CaseStudy

Sjoberg Cable Had Trouble Diagnosing Intermittent Plant and Modem Issues

TruVizion helped them pinpoint and resolve issues

INTRODUCTION

Sjoberg's Cable serves customers in northwestern Minnesota. A family business, Sjoberg's was founded in 1946 as an appliance store and, in 1962, became one of the first cable television providers in the state. The company and its family of employees continue to pride themselves on bringing the latest entertainment and communication technologies to the communities they serve.

THE CHALLENGE

Even in carefully managed networks, customers may experience intermittent issues with their broadband service. Network Administrator Nate Stroh's existing network management software did not have the capability to track modem statistics over time, so it was difficult to locate and diagnose certain issues. Nate needed comprehensive data to help locate problems in the cable plant that impact multiple customers, as well as a faster way to pinpoint and diagnose intermittent modem issues that affect individual customers.

> ***"TruVizion is like having one hundred or more people in the field with a meter continuously checking modem levels."***
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> *Nate Stroh*
> *Network Administrator, Sjoberg's Cable*

THE RESULTS

Tired of spending so much time trying to isolate and repair intermittent issues, Nate turned to the detailed historical reports in TruVizion for help. Nate can look at the history of any modem on his network and view the RF levels over the last 24 hours, which helps him track down issues that may be occurring at times other than when the customer actually reports it. Nate says having quick access to such comprehensive data about individual customer modems is " like having 100 or more guys in the field with a meter continuously checking modem levels."

But Nate also needed information that would help him locate and correct issues that impacted more than one customer. TruVizion's detailed Port Status reports help Nate see which ports have the highest percentage of problems and focus his efforts there. In fact, as Nate was prioritizing and correcting some of the port problems, TruVizion helped him isolate a "roll-off" issue on three of his fiber nodes that had been there for years. Now Nate had the information to correct the issue and provide better service to customers on that node.

By using a few simple yet powerful reports, Nate was able to diagnose, prioritize and correct issues for both individual customers and groups of customers. Now, instead of rolling trucks for every issue, Nate can focus the company's time and budget on making targeted network improvements that keep his customers happy and loyal.