Case Study

Trans-Video needed a trouble-shooting tool that would reduce their truck rolls.

We gave them a roadmap to success

TruVizion provided Trans-Video with the ability to quickly and efficiently diagnose customer issues in their network.

THE CHALLENGE

As the first cable system in Vermont and one of the oldest in New England, small, independent Trans-Video had limited resources for maintaining their network and keeping their subscribers up and running. When subscribers called in with a problem, their standard procedure was to roll a truck, always an expensive proposition. Troubleshooting issues was an exercise in trial and error by reading a meter and changing settings to see results, if any. Troubleshooting in a subscriber's home was frustrating as often the problem was not in the home but actually a neighborhood problem. And the only way to actually diagnose the issue was by relying on other customers in the same neighborhood to call in with the same problem. The plan: find a diagnostics tool that would expand the scope of troubleshooting, reduce truck rolls and lower operating costs.

To help achieve that goal, Trans-Video selected ZCorum to set up and deploy Truvizion diagnostics software on Trans-Video's network.

The reasoning, according to George Goodrich, President and CEO of TransVideo: "We researched other solutions but it was a major factor for us that ZCorum and its development and support teams are all located in the US. And colleagues that use other tools said they wished they had TruVizion instead."

THE RESULTS

Shortly after deploying TruVizion and transforming their network visibility and troubleshooting capabilities, Trans-Video saw tangible results. They could respond more quickly to calls which improved the satisfaction level of their subscribers. In addition it reduced the number of truck rolls, saving countless hours of staff time and operating costs. Quality of service, time to repair and customer satisfaction has all improved steadily year over year.

> *"Since deploying TruVizion I would estimate that we've reduced our truck rolls by 50%, which is huge!"*

THE SOLUTION

ZCorum took on the task of deploying TruVizion diagnostics and provisioning on Trans-Video's network. The robust solution effectively displayed a geographic view of their network along with the status of customer premise equipment. This allowed Trans Video to easily identify where and what type of problems were occurring. The built-in historical data, post-install reports and code word error diagnostics aided in determining if the origin of impairment was a subscriber issue, a cable modem problem or a system issue, eliminating much of the former guesswork in identifying the cause of the subscriber problems.

> *"Each and every day we put TruVizion to the test and it works flawlessly. Almost every single time I am able to diagnose a problem quickly and efficiently. I can't begin to describe how important TruVizion is for our company."*
>
> George Goodrich, President and CEO of Trans-Video

TruVizion
ADVANCED BROADBAND DIAGNOSTICS

- ✓ **Reduce Truck Rolls**
- ✓ **Faster Troubleshooting**
- ✓ **Increased Visibility**

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The TruVizion solution had a big impact on Trans-Video's bottom line by changing some of their troubleshooting into a digital based process and reducing truck rolls. Based on the successful results, Trans-Video can sharpen its focus on its core competency—providing an outstanding experience to their subscribers.

Trans-Video's Troubleshooting and Network Visibility Needed Greater Accuracy. We Provided Them with a Robust Diagnostic Network.

THE BOTTOM LINE

ZCorum provided Trans-Video with TruVizion, its state of the art modem diagnostics software solution. The software has accelerated the time to repair for customer issues, and has reduced Trans-Video's truck rolls by fifty percent, ensuring Trans-Video's continued high level of customer satisfaction in a highly competitive market. The tool is considered absolutely critical in keeping their system up and running and their customers happy.

VIDEO RESOURCES

ZCorum™

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.

1.800.909.9441
4501 North Point Parkway, Suite 125
Alpharetta, GA 30022
ZCorum.com | TruVizion.com
Facebook.ZCorum.com
Twitter.com/ZCorum