CaseStudy

Fidelity Communications wanted Clear Sight into their Network Data

We gave them that vision.

THE BOTTOM LINE

When Fidelity wanted an in-depth view of their network, in-house provisioning and integration with their new billing system, they turned to ZCorum. Over one weekend ZCorum installed a new provisioning server and established connectivity to Fidelity's new billing system. At the same time a robust diagnostics system for Fidelity's network was instituted. Fidelity now has control of their data and a clear line of sight into their network.

Fidelity was looking for one vendor to bring all the elements of their network management together.

THE CHALLENGE

In early 2012, Fidelity Communications acquired 14 cable, phone and Internet systems in four states adding about 30,000 new individual customers to their phone, cable TV and high-speed Internet services. With the acquisition, Fidelity found themselves with a telecommunications company where all the critical support services; billing, provisioning, technical support, and Network Operations, were being outsourced to third parties. To complicate matters Fidelity had no real access to their data or view into their network diagnostics for troubleshooting.

After eighteen months of managing this way, Fidelity needed to take back control of their services and at the same time gain access to their data and insight into their network. And, given the sizable distances between locations, high availability and reliability was key.

In June of 2013 the decision was made to convert to a new billing system. With this decision they also took a hard look at how they could bring the provisioning in-house and integrate it with the new billing system.

> ***"I want you to know how much we appreciate the fact that you guys not only supply a great product but you also teach us how to use it."***
>
> *Jarrod Head,*
> *Director of Engineering for Fidelity Communications.*

THE PLAN

Instead of bringing all the outsourced provisioning of the cable modems to their current server they would look for a new solution for their provisioning that would give them access to their data and provide tools for better network management.

As they outlined their project, Fidelity knew that, in addition to a provisioning server that would integrate with their billing system, they also needed a monitoring and diagnostics tool for their network. Knowing this would be a major conversion project they realized that dealing with multiple vendors for the different elements of the project would not be the optimal solution.

After researching various alternative combinations, Fidelity selected the one vendor, ZCorum, which offered both the provisioning server they wanted, and the diagnostics and monitoring solution they needed. With ZCorum they now have tools that provide an overall view of the health of their network and CPE, Proactive Network Maintenance (PNM) for fixing issues before they impact subscribers, and a software-based return path spectrum analyzer for isolating ingress in their plant.

PreEqualization Analyzer
A PNM TOOL

> "I go through each CMTS and get an overview of the overall health of those CMTS' every day."

Jarrod Head,
Director of Engineering for Fidelity Communications.

THE SOLUTION

ZCorum planned the implementation of what would be a highly complex billing system conversion and ensured there would be a seamless connection to the provisioning servers and the TruVizion diagnostics tool.

Over one weekend ZCorum took on the tall task of the billing conversion and moving all of the provisioning over to the new system. This paved the way for implementing TruVizion, the diagnostics piece of the project that would give Fidelity the insight into their network they had been looking for.

Afterword, Fidelity teams received extensive training and support from ZCorum's team of engineers and IT architects. The team at ZCorum helped Fidelity gain a greater understanding of the benefits of having the diagnostics tool, such as addressing the significance of codeword errors and their impact on the cable plant, modems and subscribers.

THE RESULTS

Prior to the new billing and provisioning conversion Fidelity had no access to their data or network diagnostics. Now, with the new provisioning server and the installation of TruVizion's patented technology the operations supervisors and line technicians have a view into their network 24/7/365. The inside plant manager starts every day by looking at diagnostics in TruVizion. He gets a quick view of any modems that are offline and any nodes that have modems with high signal noise or a lot of codeword errors. He then emails the results to his operation supervisors pointing out where problems may be beginning to surface. As a result the line techs are now checking diagnostics themselves first thing before they even get an email from the manager.

They're now responding to issues faster and can view historical data to help diagnose potential problems before they have time to escalate. By having this view into their network, and finding and repairing issues when they first show up, Fidelity has been able to provide a better experience for their subscribers across all five states.

Fidelity now has TruVizion diagnostics running on a large monitor in their Network Operations Center so any potential issues are seen immediately. They consider TruVizion to be their second set of eyes in the field.

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.