



AcenTek has seen a 65% improvement in case assignment times and a 15% faster mean time-to-repair with Premier Support and the Service Delivery Manager*

The Challenge

AcenTek is a local communications service provider (CSP) that delivers Internet, voice, video and business services to 22 communities in southeastern Minnesota and northeastern Iowa, along with 11 communities in Michigan. The company is committed to providing innovative products and services in combination with unmatched customer care. As part of this commitment, AcenTek is upgrading its backbone network to 100 Gbps so that it can meet growing demand for multi-gigabit services and support their backbone and business subscribers with MPLS redundancy and failover technology. The new network's spine-and-leaf architecture prioritizes resiliency and upgradeability and features the Calix AXOS® Advanced Routing Module (ARm) in the E9-2 Intelligent EDGE System.

To ensure a fast and successful rollout, AcenTek wants to move away from a reactive, break-fix approach to problem resolution and gain the ability to resolve network issues more proactively. The company also wants to ensure that it can meet the tougher service-level agreements (SLAs) associated with broadband and Internet services, particularly for business customers. Always striving to increase efficiency, quality of experience and subscriber satisfaction, AcenTek is looking for solutions that will level up its operations and improve its ability to identify and resolve customer-affecting issues faster.



COMPANY

AcenTek

WEBSITE

acentek.net

LOCATION

Minnesota, Iowa, and Michigan

SERVICES

Internet, voice, video, business services





The Solution

AcenTek is addressing these new challenges with two enhanced offerings from Calix Support Services: Premier Support and the Service Delivery Manager* (SDM). These services are designed to help CSPs accelerate problem resolution with a faster response to all service impacting issues and get expanded access to Calix Support Engineering Specialists. To address subscriber issues proactively and expand the capabilities of their network operations teams without having to add headcount, the Service Delivery Manager* is their single point of contact for TAC case management, advocacy, escalation, and reporting.

Premier Support

With Premier Support, AcenTek's network operations team gets fast, exclusive access to Calix Support Engineering Specialists who are familiar with its technology, environment and priorities. These specialists provide AcenTek with prioritized case handling and rapid service response times (within 30 minutes) for all service-affecting issues. Premier Support also includes expanded access to Calix technical expertise and significant discounts on Calix e-learning and virtual instructor-led training courses.

Service Delivery Manager*

The Service Delivery Manager* (SDM) gives AcenTek a dedicated Calix support expert who provides hands-on incident management support. The SDM has been able to drive resolution on issues impeding their operations as well as helping coordinate the new AXOS ASM technology implementation by acting as an advocate and case manager for AcenTek. The SDM also meets regularly with AcenTek's network operations team and shares best practices to help the team streamline operations and drive efficiencies.

With Premier Support, AcenTek's network operations team gets fast, exclusive access to Calix Support Engineering Specialists who are familiar with its technology, environment and priorities.



A Perfect Fit for an Ambitious Network Upgrade Plan

The two Support Services have proven to be a perfect fit for AcenTek as the company executes on an ambitious network upgrade plan. Network operations team members report that, when an incident occurs, Premier Support enables them to connect with a Calix Support Engineering Specialist within thirty minutes on any service affecting issue. Because the specialist is already familiar with AcenTek's network and equipment, the team is getting issues resolved faster, typically within 30 minutes. This expedited, expert response helps the team avoid waiting for answers and enables them to minimize service disruptions and outage times.

AcenTek is using the enhanced level of engagement provided by its Service Delivery Manager* to reduce time to resolution and address more issues proactively. For example, the network operations team found that one customer was experiencing intermittent traffic handling issues. It suspected that other customers might eventually encounter the same problem. After opening a ticket through Premier Support, the team worked with its Service Delivery Manager* to escalate and resolve the issue before any other customers experienced it.

Results

The Calix Premier Support and Service Delivery Manager* offerings have enabled AcenTek to accelerate the deployment of its new network and resolve problems faster by providing an increased level of partnership with Calix Support. These services have allowed AcenTek to differentiate from its competitors and prevent costly outages by taking a proactive approach to network and service issues. They have also improved the company's reactive support capabilities, leading to reduced outage times. The Premier Support experience is paying for AcenTek's operations team. They have already seen a 65% improvement in case assignment times and a faster mean time-to-repair by 15% across all service affecting issues.

The unique combination of expedited support and a dedicated SDM resource is helping AcenTek cope with the new complexities involved in up and upgrading its access network to Layer 3. The network operations team knows it can get expert help on network issues or answers to questions about IP/MPLS at any time. It also has a simple escalation path and a committed advocate within Calix across all of the organization. By taking advantage of these expanded services, the team can avoid worrying about whether its network issues are being addressed and stay focused on growing its business and keeping customers satisfied.

AcenTek chief technology officer Ethan Webinger highlighted the key role that the new Support Services plays in the company's network upgrade plans, saying "Calix Premier Support is indispensable for our operations. As we expand our Layer 3 architecture and premises platforms, Calix Premier Support is providing us that necessary degree of response to help us be successful.

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**Ethan Webinger,
Chief Technology
Officer, AcenTek**

*Service Delivery Manager is now offered as Technical Account Manager.