



Calix Remote Monitoring Service Helps Ntec Streamline Operations and Support Proactive Incident Management

THE CHALLENGE

Ntec is a communications cooperative that provides high-speed Internet, phone, and television services to rural communities in West Central Wisconsin. The cooperative's mission is to provide affordable, cutting-edge services that put its customers at the forefront of communications. To deliver on its part of the mission, the company's operations team was searching for ways to reduce costs, increase efficiency, and resolve network incidents faster and more proactively.

THE SOLUTION

Ntec is addressing these challenges with the Calix Remote Monitoring Service. This managed service combines 24/7 access network monitoring with alarm analytics and a user-friendly web portal to improve visibility of network incidents and reduce their impact on subscribers. It reduces time to resolution and lightens the operations team's workload by flagging problems as they arise, correlating associated alarms and filtering irrelevant ones.

Ntec relies on the Analytics and Reporting Portal to get actionable views of network alarms. The portal provides contextual insights and historical trends on each alarm and shows which systems, devices, and subscribers are affected. The operations team can use the portal to monitor overall network health or get deeper insights on any alarm.

By ranking alarms based on severity, the Remote Monitoring Service enables Ntec to address the most critical alarms first. The service also helps Ntec prioritize issues that affect high-value accounts and identify and resolve problems with specific subscriber ONTs, often before subscribers notice them. These capabilities simplify operations and support more responsive and proactive incident management.

THE RESULTS

The Remote Monitoring Service has enabled Ntec to streamline its operational workflows and manage incidents much more efficiently. Instead of hunting for alarms or reacting to help desk calls, the operations team can check the Analytics and Reporting portal for a current view of overall network health and alarms at any time. When a new incident occurs, the team automatically receives a notification with insights about its location, probable cause, and importance. These insights help the team decide what to fix first and how to fix it.

Ntec has used the Remote Monitoring Service to identify and resolve major incidents, including a problem on a Calix B6 System that turned out to be a bad fiber on a ring which could have caused extensive subscriber outages. Matt Hoyt, network operations specialist, explained, "The Remote Monitoring Service immediately provided us benefits by identifying an intermittent problem we wouldn't have seen if we were not using the service."

The service also helped Ntec discover alarms from subscriber circuits that were not in service but still physically connected. The operations team decommissioned these circuits to ensure that the alarms were not hiding issues that could affect current subscribers.

The company now prioritizes incidents that impact its most important subscribers and gets insights into chronic and intermittent issues that were previously too difficult to identify or resolve. The High Value Accounts and ONT Health Check modules will also allow Ntec to address more problems, more proactively to help them save money while systematically improving the subscriber experience.

COMPANY

Ntec

WEBSITE

ntec.net

LOCATION

Durand, Wisconsin

SERVICES

High-Speed Internet, Phone, and Television