Success story

Ozone: Slashing ISP's Costs and Improving Recognition

Streamlining operations by automating CPE provisioning

During a period of substantial growth in 2015, French internet service provider (ISP) **Ozone** rapidly expanded its presence in the broadband-access market. This growth resulted in a large, heterogeneous base of customer-premises equipment (CPE), incompatible with Ozone's existing provisioning system. That being the case, CPE management required manual and time-consuming activation and provisioning. In addition, end customers needed to configure certain settings themselves. The situation caused superfluous helpdesk tickets and increased operating costs (OPEX).

"Working with Iskratel made it possible for Ozone to transform the management of customer equipment. Iskratel supported us in developing our gateway, and in automating the provisioning. We were able to streamline inventory management and standardise the process. In case of an issue, we can rely on Iskratel's services as part of our support SLA."

Matteo Vivier
Technical Services Manager
Ozone SAS

ozone
créateur de connexions pour tous

Iskratel provided **professional services** to deliver a software solution to integrate third-party CPE with Ozone's provisioning system. The integration **simplified and automated their processes**, and cut the number of helpdesk tickets.

Having realised the benefits, Ozone started using Iskratel's home gateways for further expansion: the Innbox V45 and Innbox V51, **branded and customised** to Ozone's requirements. Ozone employs **the same Innbox home gateways** for all broadband-access technologies: wireless, satellite, and fixed. This reduces workload, simplifies provisioning with **zero-configuration and automation**, and eliminates the learning curve – all resulting in **significant OPEX savings**.

A service licence agreement (SLA) gave Ozone access to Iskratel's **professional and responsive support**. Using reliable support services, Ozone shortened their issue-resolution and response times, substantially improving customer experience.

Today, Ozone is a **recognised service provider** in France, and is known for their branded home gateways and exquisite responsiveness.

ISKRATEL

Challenges

- A large and heterogeneous CPE base, incompatible with Ozone's existing provisioning system.
- Increased workload for technical and support teams.
- Manual, time-consuming, one-to-one provisioning of the CPE during activation.
- Error-prone configuration of settings by customers.
- Superfluous helpdesk tickets and unnecessary truck rolls.
- Increased operating and maintenance costs.

Solution

- Iskratel's professional services devised a software solution for seamlessly integrating the third-party CPE with Ozone's provisioning system.
- Iskratel selected by Ozone as the principal home-gateway vendor.
- Ozone employs Iskratel's same home gateways (the Innbox V45 and Innbox V51) for all access technologies, such as wireless (WiFiMAX MiMo, WiMAX, satellite, 3G, 4G LTE) and fixed broadband (DSL and GPON).
- Ozone equips customers with Innbox V45 and Innbox V51 gateways, branded and customised as per Ozone's requirements.
- An SLA gave Ozone access to professional, responsive support.

Benefits

- Integration of 3rd-party CPE with Ozone's provisioning system simplified processes, eliminated manual configuration, and cut the number of helpdesk tickets and truck rolls.
- Simplified and streamlined processes resulted in significant savings.
- Customised and branded home gateways boosted Ozone's recognition in France.
- Visually appealing Innbox V45 and Innbox V51 gateways and their manageability through a web portal improved customer experience and satisfaction.
- The same home gateways for all access technologies streamlined work processes and eliminated the learning curve.
- A specific default configuration facilitated fast activation of new customers and their services.
- Provisioning process with zero-configuration and automation reduced activation and response times.
- Better visibility over customer services and remote access to the gateways free up support resources.
- Responsive and reliable support builds a partnership beyond the "usual business", and fosters the spirit of confidence.

Tangible Operational Savings

20% less time for first installation and activation
40% less time for reconfiguration of home gateways
30% less time for problem diagnosis
70% less time for issue resolution
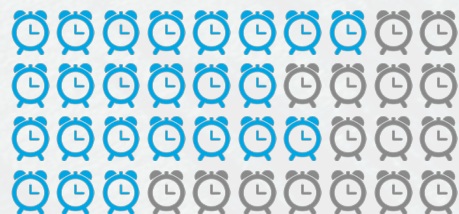
Iskratel, d. o. o., Kranj

Ljubljanska cesta 24a
SI 4000 Kranj, Slovenia
Phone +386 4 207 20 00
Fax   +386 4 202 26 06

info@iskratel.si
www.iskratel.si

Ozone SAS

53 avenue de la Pierre Vallée
ZA de l'Estuaire
50220 Poilley – France
Phone +33 9 73 01 1000

contact@ozone.net
www.ozone.net

Want to know more?
If you want to find out more about how Iskratel's solutions can give you a competitive edge by helping you optimise the TCO, streamline your operations and acquire new sources of revenue, please visit our website or contact us directly.

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