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“TruVizion is like having one hundred or more guys in the field with a meter continuously checking modem levels.”

Nate Stroh Network Administrator Sjoberg's Cable

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Sjoberg's Cable serves customers in northwestern Minnesota. A family business, Sjoberg's was founded in 1971. The company and its family of employees continue to pride themselves on bringing the latest entertainment and communication technologies to the communities they serve.

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Even in carefully managed networks, customers may experience intermittent issues with their broadband service. Network Administrator Nate Stroh's existing network management software did not have the capability to help locate problems in the cable plant that impact multiple customers, as well as a faster way to pinpoint and diagnose intermittent modem issues that affect individual customers.

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Tired of spending so much time trying to isolate and repair intermittent issues, Nate turned to the detailed historical reports in TruVizion for help. Nate can look at the history of any modem on his network and view the RF levels from the last 24 hours up to the last 90 days. Having access to this key historical data helps him track down issues that may be occurring at times other than when the customer actually reports it. Nate says having quick access to such comprehensive data about individual customer modems is “like magic.”

But Nate also needed information that would help him locate and correct issues that impacted more than one customer. TruVizion's detailed Port Status reports help Nate see which ports have the highest percentage of problems and focus his efforts there. In fact, as Nate was prioritizing and correcting some issues that have been there for years. Now Nate had the information to correct the issue and provide better service to customers on that node.

By using a few simple yet powerful reports, Nate was able to diagnose, prioritize and correct issues for both individual customers and groups of customers. Now, instead of rolling trucks for every issue, Nate can focus the company's time and budget on making targeted network improvements that keep his customers happy and loyal.

