Antietam Broadband Seamlessly Delivers Services With the Help of Calix DPx

Calix

COMPANY
Antietam Broadband

COMPANY TYPE
Cable Operator

WEBSITE
antietambroadband.com

LOCATION
Hagerstown, Maryland

SERVICES
Residential and business services including HFC and fiber internet, video, and voice

SUBSCRIBERS
40,000 residents and businesses

THE CHALLENGE

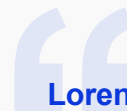**Seamless Back-Office Integration for Simultaneous DOCSIS and PON Network Management**

Antietam Broadband was founded in 1966 and is owned by Schurz Communications, Inc. Antietam improves the quality of life for the communities they serve with a comprehensive range of services to 40,000 residential and business customers in Hagerstown and Washington County, Maryland.

Antietam recently deployed a targeted fiber network in response to competitive threats. With Calix, Antietam deployed XGS PON in just a month, which mitigated share loss. Key drivers of this rapid deployment were a fast Calix response to deploy the equipment, and Antietam's ability to seamlessly integrate their new PON network with their existing DOCSIS back-office systems.

Even with targeted PON deployments, most of Antietam's subscribers are DOCSIS-served and they've invested significantly in their DOCSIS back-office systems. Antietam will continue to manage both DOCSIS and fiber networks for years to come. They needed a solution to support the simultaneous management of both DOCSIS and FTTH systems.

THE SOLUTION

Antietam offers fully Managed Wi-Fi to subscribers served by both HFC and PON networks. For DOCSIS-served subscribers, Antietam deploys GigaSpire BLAST units behind cable modems already in place. This ensures all subscribers have the same superior Wi-Fi experience and provides Antietam proactive visibility into their entire network—both DOCSIS and fiber—via Calix Support Cloud.

Loren Michael, Director of MIS:
"DPx integrated with our existing billing system, prevented swivel chair, and avoided the need to add additional resources to manually provision each customer."
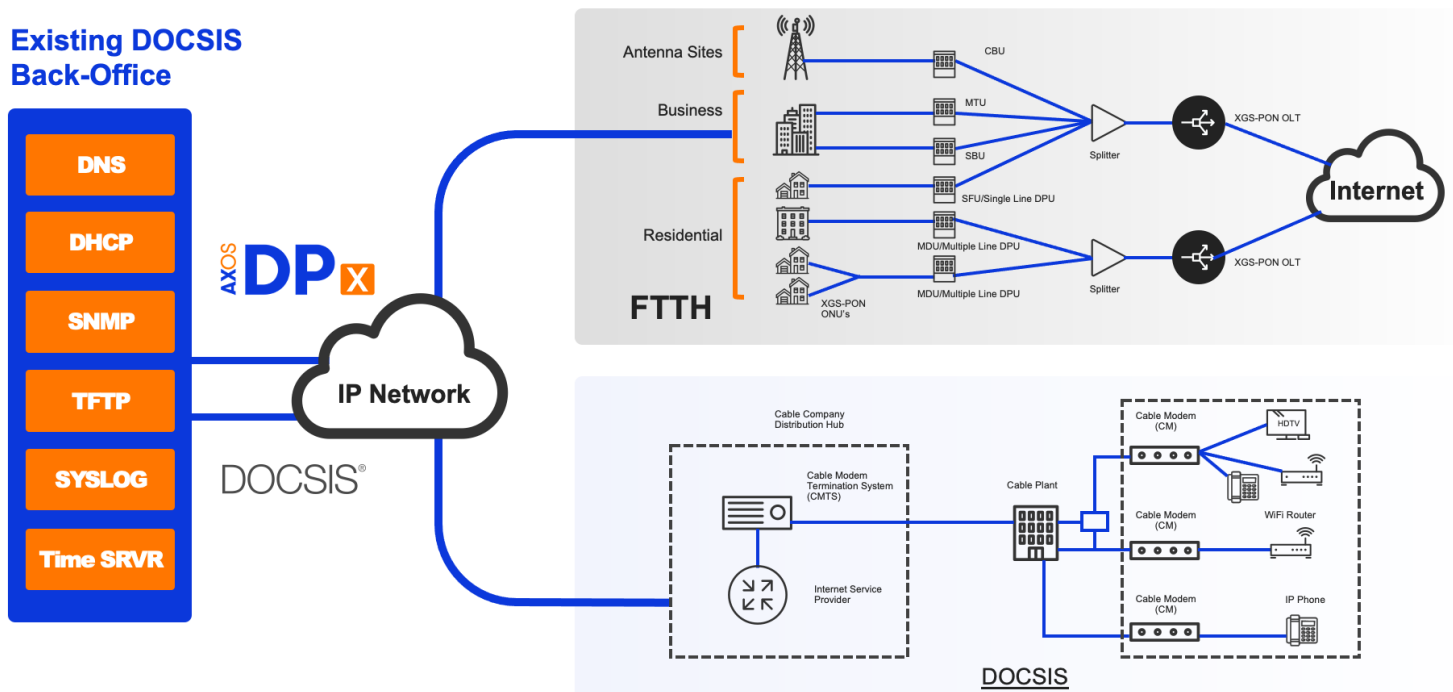
Travis Knode, Senior IT Manager:
"DPx was the fastest way to get XGS-PON deployed."

With Calix Support Cloud, Antietam teams can quickly and proactively identify and address any problems using real-time insights. With end-to-end network visibility, the Antietam team can resolve most issues remotely without needing to dispatch a technician. Calix's DOCSIS Provisioning Connector software (DPx) enables Antietam to seamlessly operate both XGS-PON and HFC access networks and deliver Managed Wi-Fi and Support Cloud over both networks.

DPx is a DOCSIS-PON back-office integration solution, allowing operators to provision and monitor PON access networks using the same OSS platform as their existing DOCSIS network. An operator can retain their existing operational procedures and systems, eliminating the need to retrain provisioning and customer support personnel.

DPx enables seamless integration with an operator's existing DOCSIS OSS. DPx allows the ONT to look like a Virtual Cable Modem, and the OLT to look like a virtual CMTS. The operator can begin deploying FTTH right away as greenfield or brownfield and transition from DOCSIS in the access network to PON at whatever speed makes sense. Or the operator could maintain both systems going forward.

THE RESULTS

Leveraging DPx has enabled Antietam to quickly, efficiently and seamlessly deliver services over both DOCSIS and fiber networks. DPx allowed Antietam to maintain their existing DOCSIS back-office systems while quickly deploying PON.

This foundation has provided Antietam a stable platform to deliver Managed Wi-Fi over both networks. Antietam's benefits leveraging DPx include:

1. Rapid PON network deployment

2. Seamless back-office integration into existing provisioning and billing systems

3. Simultaneously management of both DOCSIS and fiber networks

4. Seamless delivery of managed services on a single, stable platform over both DOCSIS and fiber networks

5. A familiar user interface and Command-Line Interface (CLI) commands, ideal for operations or network engineer users with CMTS experience

Wherever an operator is on their network transformation journey, DPx is an industry-leading enablement tool.

Through their partnership with Calix, Antietam Broadband continues to fulfill its mission to enhance the lives of its customers by providing the latest telecommunication services and maintaining the highest standards of excellence in customer care and world class technical service. Not only are they providing broadband connectivity essential to subscribers' everyday lives, but they also have the foundation to deliver a growing range of managed services over both networks. This ability will help them grow revenue, increase subscriber satisfaction, and build value in their communities. Antietam stands out as a great example for other cable operators looking to seamlessly and simultaneously manage coax and fiber networks.

Want to learn more? Set up a consultation.