PacketFront Software

Customer Case Study - Mittnät

Mittnät is a co-operation between 9 city carriers in Sweden, mainly operating in Värmland County. In total the networks have approximately 40,000 residential and enterprise customers.

The 9 carriers together demonstrate how small operators can achieve economy of scale by co-operating, while at the same time staying in control of their own business and network assets — this article explains how.

Building Mittnät

Mittnat's use of an Open Access business model allows interested Service Providers (SP) to offer their services within and across the networks.

Key:

- Service Providers: Sell and deliver services, invoice customers, and act as the first point-of-contact for customers
- Communications Operators: Operate the active network and sell the fibre connection.
- City Carriers: Are responsible for the passive network build-out and maintenance.

In the past, city carriers would contract a Communications Operator (CO) to be the interface between Service Providers and city carriers: This setup created unclear responsibilities, long lead times and, ultimately, unsatisfied end-customers.

Mittnät was established after Karlstad city carrier (Karlstads El- och Stadsnät AB) started handling the tasks of the Communication Operator themselves. The concept proved to be successful and adjacent city carriers joined the co-operation one after another. To highlight the open nature of the co-operation it was made sure that any of the city carries could leave Mittnät at any time without technical, commercial or legal complications.

The result

Taking over the tasks of the Communications Operator has allowed the city carriers within Mittnät to increase their share of the revenue.

The co-operation has improved the business case by providing operational efficiency where critical human resources, such as technical teams, marketing and legal expertise can be shared. This means individual networks get the economy of scale without losing their independence, as the strategic passive infrastructure is still under each local city carrier's control.

> "Small, but profitable networks with the help of co-operation and automation"

Barnhusgatan 20
P.O. Box 575
SE-101 31 Stockholm, Sweden

Sales +46 8 633 1991
Switch +46 8 633 1990
sales@pfsw.com

PacketFront Software

The key to Mittnät's success

One of the key factors that made this strategy successful was the decision to set up a cost-efficient organisation. To do that Mittnät invested in PacketFront Software's BBE and BECS platforms to help manage the commercial and technical relationships with their service providers and to orchestrate the active network.

Service provisioning and activation has been implemented as a fully automated process, regardless of if the customer orders services via the portal or by contacting the service providers directly. This means that almost all services are delivered without any labour costs to Mittnät. Customer support has also been automated to the largest extent possible by allowing service providers to troubleshoot and correct errors within Mittnät's network.

Driving efficiencies by reducing the need for technical experts

Keeping the technical competence concentrated at Mittnät, rather than spreading it across the 9 city carriers has made the use of resources within Mittnät efficient. All 9 carrier's active networks are operated by a team of 4 network engineers. In addition to automating most of the day-to-day network configuration tasks, BECS has provided zero-touch device configuration capabilities that means the city carriers do not need their own competence for the configuration of active network components.

> "Zero-touch device configuration has eliminated the need for technical expertise on the field."

BECS has reduced the total time required for the installation of access and CPE devices. Previously a device had to be pre-staged, labelled and given to the installation team. Zero-touch configuration has allowed for the omission of those steps and any unconfigured CPE can be used in any installation.

> "Troubleshooting tools allow fast, reliable and resource efficient customer services."

Previously it was not possible to verify if the installation was working correctly before our staff left a customer's home. A faulty installation caused both dissatisfied customers and additional costs for extra customer visits. When using automation and an installation portal, problems can be identified and corrected immediately while the installer is still at the customer premise.

Similarly, on-duty personnel have replacement units available and can simply change an access switch or a CPE. BECS will au tomatically configure the new unit with identical configuration, making sure that services are delivered correctly, downtime is minimised, and that personnel do not need any knowledge of the actual configuration of the unit or specific training for the equipment.

Learn more about the impact of automation at Mittnät by **visiting our webpage.**

To learn more about PacketFront Solutions, **get in touch.**

PacketFront Software

Barnhusgatan 20
P.O. Box 575
SE-101 31 Stockholm, Sweden

Sales +46 8 633 1991
Switch +46 8 633 1990
sales@pfsw.com