

CASE STUDY

VIANET Leverages Comtrend's ACS to Easily Identify Network Issues for an Optimized Whole Home WiFi Experience.

Comtrend ACS coupled with Comtrend Gateways and Mesh-Enhanced WiFi Extenders deliver complete connectivity with network visibility.

At a glance

Vianet was looking for an ACS Remote Management solution that could increase Whole-Home WiFi visibility with a pricing structure that would fit their needs.

"Comtrend ACS works like a dream.

It is simple to use, cost effective, and allows us the necessary visibility into the home network to quickly solve issues."

Jody Heath | Vianet
Manager - Network Operations



Vianet is a leading Internet & telecom provider offering services throughout Ontario, specializing in fibre optics, DSL, Cable, and local phone service. Since 1995, they have been successfully providing new and innovative services to businesses and individuals across the province.

CHALLENGES

Vianet had transitioned to a Comtrend gateway that boasted increased management capabilities and wanted to utilize an ACS that would assist with whole home WiFi visibility that could easily identify overall network issues.

Requirements:

- Vianet's solution needed to perform the traditional roles of an ACS including firmware management, zero-touch provisioning, bulk operations, as well as provide valuable data that offered insights into the network health.
- The solution needed to be easy to navigate and offer clear visuals.
- Vianet wanted an ACS that avoided annual licencing costs.

SOLUTION ELEMENTS

Comtrend answered Vianet's needs with its advanced ACS combined with a powerful WiFi 6 Ethernet Gateway and a Mesh-Enhanced WiFi Extender that supports WifiXtend2.0 for seamless whole-home connectivity.



COMTREND
ACS



Ethernet
WiFi 6 Gateway



WiFi
Extender

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RESULTS & BENEFITS

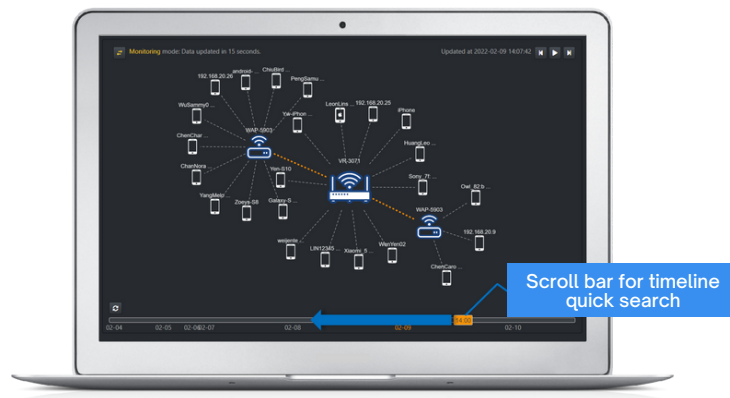
Vianet uses thousands of ACS licenses, and they are adding more every day. This enables them to:

1

Better view the subscriber's network topology.

- Can now easily identify network changes, which devices are connected to the router and how, as well as the signal strength.
- Historical data included.

Network Topology



2

Be informed of critical systems in a glance.

- Can now quickly spot performance issues and patterns of failure.
- Each event is counted and represented as a number within each red indicator.

Diagnostic



3

Increase visibility into the entire network topology and local network infrastructure stability.

- Determine bottlenecks and local network infrastructure stability (Internet traffic, internet speed, WiFi client Signal (RSSI) and more).

Network Stability



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VIANET NOW:

- ✓ Quickly views and resolves network issues remotely with Comtrend's ACS.
- ✓ Provides seamless whole-home connectivity that enables subscribers to stream, work, and stay connected to what matters most.
- ✓ Experiences simplified setup and management with WifiXtend2.0's continuous extension of changes to the WiFi settings (SSID, Password, Channel, Security).

APPLICATION DIAGRAM



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PRODUCT SOLUTION



The following products were used in this customer scenario.

Comtrend ACS | Remote Management



BENEFITS

- Reduce truck rolls
- Simplify support calls
- Gain insight into the home network
- Optimize the whole home WiFi experience

SPECIFICATIONS

- Network diagnostic
- Network topology
- Firmware update tool
- AI monitoring
- Speed test
- Channel optimization

PRT-6301 Ethernet WIFI 6 Gateway



BENEFITS

- End-users will experience:
 - Premium performance for video streaming.
 - Optimized device performance in device-packed homes
 - Significant improvement in WiFi coverage

SPECIFICATIONS

- TR-069 support for remote management
- WiFi 6 up to AX5400
- 1 Gigabit Ethernet WAN
- Up to 1W Ultra High Power TX Power

WAP-5903 Mesh-Enhanced WiFi Extender



BENEFITS

- Intelligently boost WiFi coverage throughout the home network
- When paired with a WifiXtend2.0 -supported Mesh Gateway/Node, a powerful wall-to wall Mesh WiFi network is created.

SPECIFICATIONS

- TR-069 support for remote management
- Up to WiFi 5 AC1200
- 1 Gigabit LAN Port

WifiXtend2.0 Mesh-Enhanced WiFi System



BENEFITS

WifiXtend2.0 combines advanced Gateways, easy-to-install Network Expansion, and powerful software to provide an enhanced subscriber WiFi experience.

- The mesh feature, adaptive roaming, enables WiFi devices to continuously connect to the strongest signal- no matter where the subscriber is in the home.
- The SSID/Password automatically becomes one network per band for unified connectivity.