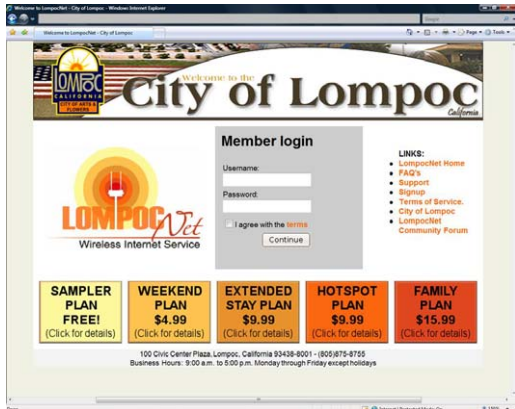


City of Lompoc Breathes New Life into Municipal Wi-Fi with Aptilo Networks

Case Study



Flower fields of Lompoc

Facts

Customer: City of Lompoc, California
Industry: Municipal Wi-Fi
Solution: Aptilo Service Management Platform™ via the Aptilo Managed Service™.

Objective: Support the growth of LompocNet, the City of Lompoc’s fee-based public access wireless broadband network, by providing superior service availability and high speeds to all 42,000 residents.

Approach: Replace hard-to-manage service management “box” with Aptilo’s Service Management Platform, a complete solution that enables and manages Wi-Fi access and provides service control. By utilizing Aptilo’s managed service approach, Lompoc can focus on their core municipal objectives.

The Bottom Line: Residents are thrilled with the new service, which has seen a surge in subscribers since Aptilo’s solution was implemented.

Statistics:

- Subscribers doubled in 3 months of operation with Aptilo
- 42,000 residents
- 7.5 square miles

The City of Lompoc was one of the earliest test beds for municipal Wi-Fi. Setting out to develop a wireless network for its 42,000 residents, Lompoc found itself with a service management system that was difficult to use and maintain. This system quickly became a burden for the Broadband Division and for the operating budget of LompocNet. Subscriptions to LompocNet – the City’s lower-cost alternative to paid residential broadband access – were frustratingly limited and difficult to manage.

“At the time it was deployed our previous product was state-of-the-art. Two years later it was an albatross,” said Richard Gracyk, wireless services administrator for the City of Lompoc. “We had a number of issues that just made it unworkable, and it was a difficult platform to support. There was no flexibility in the way we could use it or manage data. There were also critical concerns from a security standpoint.”

Gracyk and his team began to explore a hosted model and, after a rigorous RFP process, quickly found Aptilo’s service management platform delivered via Software-as-a-Service (SaaS). “Aptilo’s platform has been proven time and again in installations similar to ours. It was implemented on time in Lompoc and on budget. Best of all, it just works.”

In three months of being up and running with Aptilo, LompocNet more than doubled in paying users. Customer satisfaction is now at an all-time high, with residents experiencing network speeds up to and above DSL speeds. Best of all, the City expects LompocNet to achieve profitability in the near future.



The Right Solution

The City replaced their outdated service management system with the Aptilo Service Management Platform™, which enables and manages Wi-Fi access and provides service control. The Platform is a part of a wireless mesh network of more than two hundred 5210 access points from Tropos Networks. Pepwave provides the customer premises equipment (CPE) for Lompoc.

The Aptilo Service Management Platform is a highly scalable carrier-grade wireless solution that effectively handles data and voice service delivery across multiple devices while enabling creation of new revenue-generating value-added services and supporting future network scalability in a unified platform. Aptilo's feature-rich, comprehensive Wi-Fi service management solution encompasses authentication, authorization, accounting (AAA), portal management, service monitoring, security, statistics and customer care options.

Working with the Aptilo Service Management Platform, the Aptilo Service Portal™ is the main tool for the automatic processing and display of data output from the provided service, including storage of usage information and events, aggregating statistics and monitoring data.

Aptilo's Access Controller, which securely communicates with the service platform and oversees access and Quality of Service control, sits at the edge of the network infrastructure.

Simplifying with SaaS

The City of Lompoc is utilizing the Aptilo Platform via the company's Software-as-a-Service option, the Aptilo Managed Service™. With this hosted solution, Aptilo operates all of the wireless services from one of Aptilo's Network Operation Centers (NOC).

The flexibility of a hosted platform simplified the ongoing administration of Lompoc's wireless service, making it unnecessary for the City to devote internal resources to staff the operation of the service.

Aptilo's hosted solution replaced Lompoc's outdated system, which did not offer functionality to support Lompoc's changing needs. Aptilo's offering also provided much-needed network security, along with extensive reporting and monitoring capabilities.

"There was no way we could staff for the kind of programming expertise needed to maintain our old solution, which was sold to us as a standalone 'box' on the network. Aptilo handles it all for us and can grow with our service as we need it."

More Control over the Network

Gracyk and his team wanted better control over the network, and of service management in general. Aptilo's solution provided the flexibility and control Gracyk was looking for. "Aptilo's Service Management Platform provides us with control over accounts, the user experience, reporting – every aspect of the service," noted Gracyk.

Additionally, Aptilo's monitoring tools have proven to be a real cost-savings for the City. "Aptilo's outstanding service monitoring capabilities help us understand how our residents use the service, and how to improve moving forward," continued Gracyk.

Looking Ahead

Gracyk and his team are so confident in the success they've seen with Aptilo that they are now comfortable raising the visibility in the community with the aim of growing the customer base. Also, they plan to configure VLANs to begin using the wireless network for city government operations as well.

***"THE SWITCH TO APTILO PLAYED
A KEY ROLE IN MAKING MUNI
WI-FI SUCCESSFUL FOR LOMPOC."***

Richard Gracyk, City of Lompoc

About Aptilo Networks

Aptilo offers comprehensive wireless service management platforms designed for service providers, enterprises and municipalities needing rapidly deployable, scalable multiservice solutions to easily manage data and voice services over WiMAX, wireless mesh and Wi-Fi networks.

From smaller initial installations up to large carrier networks, Aptilo's cost-efficient solution for wireless service management and delivery provides a rapid time to market while flexibly supporting future network and service expansion.

Selected by premier technology companies such as HP, Cisco and Nortel, Aptilo has become a global leader and the provider of choice enabling service providers, businesses and governments to rapidly manage and deliver highly secure voice and data services in commercial, semi-public and private wireless access zones in over 40 countries worldwide.

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