CoastConnect Transforms Broadband Operations with Camvio & Calix Integration

Overview

CoastConnect was founded with a mission to provide world-class, high-speed internet and voice services to rural communities in Hancock, Harrison, and Pearl River counties. With a strong commitment to delivering an exceptional subscriber experience, CoastConnect partnered with Camvio and Calix to implement an end-to-end broadband platform that enables rapid service deployment, scalability, and unparalleled network performance.

The Challenge

CoastConnect sought to accelerate subscriber growth and drive new service adoption while maintaining a best-in-class internet experience. However, their lean workforce relied on manual, batch-based operational processes, limiting their efficiency and scalability.

The Solution

By leveraging Camvio's real-time automation and deep API-level integration with Calix Cloud, CoastConnect transformed its operations:

- From Manual to Automated Provisioning
  - Transitioned from manual batch processing to fully automated, real-time provisioning using Camvio's API integration with Calix Cloud.
  - Eliminated time-consuming uploads, reducing delays and improving operational efficiency.
- Enhanced Visibility & Efficiency
  - Service representatives and network operations teams gained real-time access to subscriber data in Calix Cloud.
  - Improved installation and provisioning workflows, increasing technician availability for customer service.
- Empowered Subscribers with Self-Service Tools
  - Enabled subscribers to manage their accounts online via the Camvio Customer Portal or the Calix CommandIQ app, enhancing the customer experience.

The Results

The integration between Camvio and Calix has driven measurable improvements in CoastConnect's operations and customer engagement:

✔ 60%+ adoption of CommandIQ in 2024, exceeding CoastConnect's original goal.
✔ 16,000+ API calls processed monthly with 100% reliability between Camvio and Calix.
✔ 20% increase in customer acquisition, adding 4,000+ new subscribers in 18 months.
✔ 100% customer retention, driven by streamlined billing, seamless onboarding, and customer-facing documentation in multiple languages.

> ❝ CoastConnect utilizes both Camvio and Calix to deliver world-class broadband to residents and businesses in South Mississippi. Calix has helped CoastConnect provide additional services and support to our subscribers, including switching from being a cost and speed service to an experience service. Camvio has greatly improved the efficiency of new subscriber signups, workflow, and billing processes. Without both of these companies, we wouldn't have been able to connect over 22,000 subscribers to the internet over the last 4 years.
> — **Ron Barnes, CEO, CoastConnect** ❞

The Future of CoastConnect

Looking ahead to 2025, CoastConnect aims to further enhance the broadband experience by expanding its service offerings and leveraging additional automation capabilities. With the proven success of Camvio and Calix integrations, they are well-positioned to continue exceeding subscriber expectations.

About CoastConnect

CoastConnect is a subsidiary of Coast Electric, a cooperative in Mississippi that has reliably delivered electricity to its members for more than 85 years. Just as Coast Electric was formed to bring power to rural areas, CoastConnect was formed to bring world-class, high-speed internet and voice service to rural areas in Hancock, Harrison, and Pearl River counties. Our next-generation technology enables subscribers to cross the digital divide and receive the same - and in some cases, better - internet and phone service as those who live in higher-density areas. The state-of-the-art fiber network brings a much-needed service to enhance economic development and improve the quality of life in our local communities.

About Camvio

Camvio was founded on the belief that operational and billing systems should be simple, cost-effective, and easy to implement. With over 20 years of experience in the communications industry, we've seen firsthand what works, and what doesn't. Our mission is to equip businesses with a comprehensive, cloud-based platform that drives efficiency, generates revenue, and positions them as technology leaders of the future.

More than just a software provider, Camvio is a trusted partner committed to empowering organizations with an all-in-one solution for managing billing, customer relationships, network operations, and service provisioning. Designed for scalability and flexibility, our cloud-native system ensures seamless integration and real-time accessibility, enabling businesses to adapt and grow with ease. Our goal is to make implementation effortless, requiring minimal training while delivering advanced functionality. We stay ahead of the curve, anticipating your needs and providing innovative solutions that enhance your operations. At Camvio, we create intuitive products that simplify your workflow and drive success.

About Calix

Calix, Inc. (NYSE: CALX)—Calix is a platform, cloud, and managed services company. Broadband service providers leverage Calix's broadband platform, cloud, and managed services to simplify their operations, subscriber engagement, and services; innovate for their consumer, business, and municipal subscribers; and grow their value for members, investors, and the communities they serve.

Our end-to-end platform and managed services democratize the use of data—enabling our customers of any size to operate efficiently, acquire subscribers, and deliver exceptional experiences. Calix is dedicated to driving continuous improvement in partnership with our growing ecosystem to support the transformation of our customers and their communities.

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