



# Tipmont Streamlines Network Troubleshooting with Operations Cloud, and Raises NPS to Astounding 92

## The Challenge

Tipmont is deploying fiber faster than any other cooperative in Indiana and faces a unique challenge: the rapid growth threatens to strain their small team and reputation for delivering excellent customer service. To address this, Tipmont needed a solution to streamline network management, proactively monitor network health, and provide seamless support for managed services.

Tipmont is on a mission to cover its entire electric footprint with fiber, which spans 2,900 miles of lines. This ambitious project is set to be completed in 2024. A third of their 25,000 members have already subscribed to internet service, presenting a substantial opportunity for new subscriber acquisition. In addition, Tipmont is introducing advanced managed services, such as Smartlife™ for residential subscribers and SmartBiz™ for small businesses and exploring the potential of SmartTown™ for community broadband.

This rapid growth risked straining their operations and support teams, including a six-member network operations center (NOC). These teams work around the clock to maintain Tipmont's long-standing reputation for exceptional customer support.

## The Solution

To seamlessly deliver managed services while supporting the underlying network, Tipmont partnered with Calix to improve operational efficiency with Operations Cloud. Today, Operations Cloud serves as an early warning system for Tipmont's network health. This provides integrated and automated information sharing between various back-office systems, and enables three key things:

**Rapid response to outages:** When an outage is detected, real-time notifications are delivered to all stakeholders, uniting teams around the same data-accelerating mean-time-to-repair (MTTR) and minimizing downtime.



### COMPANY

Tipmont

### YEAR FOUNDED

1939

### BUSINESS TYPE

Electric Cooperative

### LOCATION

Linden, Indiana

### SERVICES

Internet, Electricity

### WEBSITE

[www.tipmont.com](http://www.tipmont.com)

### SUBSCRIBERS

7,900 Residential + Business



## Case Study

**Proactive network monitoring before failures:** When something is negatively trending, Tipmont is notified to proactively address it, such as if ONT light levels dip below pre-defined thresholds or a PON port approaches capacity.

**Intelligent capacity planning:** With accurate network performance information, Tipmont can strategically evaluate network resources to meet new demand.

When a network event occurs, Tipmont receives critical information about the affected subscribers and services via real-time notifications. Geo-mapping features in Operations Cloud then visualize all impacted locations and subscribers. This effectively mirrors the advanced outage map Tipmont uses in their electricity business, highlighting the current expectation that network connectivity is on par as an essential service.

## The Results

Tipmont drove instant efficiency by replacing the previous piecemeal operational tools with Operations Cloud. Tipmont launched Operations Cloud as part of Calix Cloud, the same platform already in use for Calix Service Cloud—demonstrating the power of a single platform with common operational models.

The Calix framework enabled Tipmont to develop an outage notification system to significantly reduce response and repair times. By configuring health alerts to arrive daily at 8 am, Tipmont can often resolve issues before most subscribers are online. The alert compiles all pertinent information—subscriber names, addresses, PON port identification, and ONT IDs for premises equipment—and delivers it via email. Tipmont can also use webhooks in Operations Cloud to send alert information via additional communications channels, including Slack and Microsoft Teams.

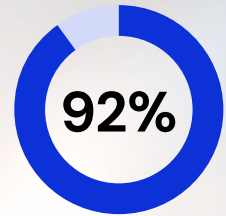
This enables outages to be proactively identified within minutes rather than waiting for a subscriber to call in (which often took hours). It's also helping Tipmont to solve the most unexpected problems. In one case, a partial fiber cut was identified, caused by a stray bullet fired by a farmer targeting a fox—and by studying the geo-map, the problem's source was quickly identified.

Tipmont's proactive approach to managing outages has translated into unprecedented subscriber satisfaction scores! Its Net Promoter Scores™ (NPS®) climbed to 92, while its overall customer satisfaction score stands at 4.9. These are remarkably high, especially for the broadband industry.

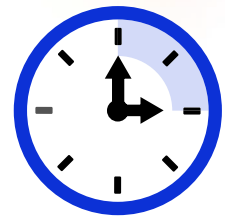
**Book a demo today to learn more about how to transform your business with Operations Cloud.**

*"Operations Cloud has been a game changer for outage identification and troubleshooting. It allows us to use geo-mapping to correlate multiple outages to a single root cause, allowing us to often notify subscribers of issues before they're even aware and reduce unnecessary truck rolls."*

**Josh Rice, Network Operations Center Supervisor, Tipmont**



Unprecedented  
NPS of 92



Reduced outage  
response times from  
hours to minutes



Reduced truck rolls,  
accelerated MTTR

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