

SOLUTIONS FOR FTTH PROVIDERS

Why Deutsche Glasfaser can win more customers with the Aarenet Voice Platform.

BASELINE

The Deutsche Glasfaser group of companies plans, builds and operates mainly open access direct fibre optic connections for private households and corporate customers. It is nationwide engaged in the private sector in the broadband supply for rural regions. Using innovative planning and construction methods, Deutsche Glasfaser implements FTTH network connections quickly and cost-efficiently in close cooperation with local authorities - also within the framework of existing governmental funding programmes for nationwide broadband expansion. On their IP-based network, Deutsche Glasfaser offers state-of-the-art services for telephony, Internet and television, and acts future- and customer-oriented.

In 2020, with the experienced fiber optic investors EQT and OMERS as owners, the group of companies was founded by merging the network providers inxio and Deutsche Glasfaser. With a total available investment volume of 7 billion euros, it is planned to install and manage up to 6 million fiber optic connections throughout Germany in the medium term. As FTTH provider with the highest number of contracted customers, Deutsche Glasfaser is the market leader in Germany.

To support this progressive growth, Deutsche Glasfaser requested Aarenet to provide a new, scalable VoIP based telephony system to replace the existing system. The new system should reliably provide the full ISDN functionality requirements of residential and business customers based on VoIP standards and must guarantee flawless ISDN and VoIP operation in a hybrid, cost-effective and long-term efficient manner. In order to create a positive customer experience, a high degree of automation integration for logistics and provisioning also had to be planned. Furthermore, the modularity of the Aarenet system will support the expansion goals of Deutsche Glasfaser.

DEUTSCHE GLASFASER MOBILE INFOSTAND ON LOCATION



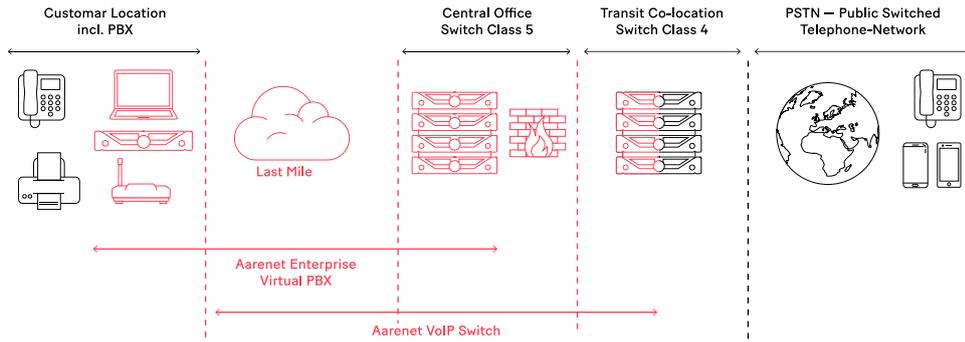
The aim of Deutsche Glasfaser is to become the market leader in the field of fibre optic broadband installation in Germany. To achieve this, future-proof fiber optic networks are developed, built and operated to ensure a dynamic broadband development of the coming decades. Through open access networks, the connected user has the freedom to choose the provider to supply active technologies (internet, tv, telephony).

IMPLEMENTATION

Being the system core component, Aarenet installed and configured its VoIP switch geo-redundant in data centres from Deutsche Glasfaser in Düsseldorf and Frankfurt to guarantee highest system availability. The customers are connected through the IP network owned by Deutsche Glasfaser. The system is completely integrated into the Deutsche Glasfaser network with associated interfaces to the billing and provisioning system. Aarenet operates and monitors the Deutsche Glasfaser solution 24/7 from its NOC in Switzerland and thus can ensure and support a high available telephony solution.

The system, installed at Deutsche Glasfaser in 2012 and used since, was brought up to the latest technical standard at the beginning of 2020. During the implementation of the technology refresh, the VoIP switch experienced a significant increase in usage demand, triggered by the Covid-19 lockdown as many of the affected people decided to work from home. The project team was able to tune the existing system to maximum performance while the migration toward the new system was pushed forward with the highest priority. System availability has not been compromised during this time and existing customers were migrated from the existing system to the new system with neglectable system interruption. All existing and relevant settings and system programming from the customer were transferred to the new system.

POSITIONING FROM AARENET VOIP SYSTEM FOR DEUTSCHE GLASFASER



CUSTOMER BENEFITS

Deutsche Glasfaser can offer the desired telephone features by using the Aarenet system. The Aarenet solution combines and supports traditional telephony (analog and ISDN) together with state-of-the-art VoIP telephony. The virtual PBX, integrated part of the Aarenet system, enables additional business, such as All-IP solutions with business customers.

ABOUT DEUTSCHE GLASFASER

The Deutsche Glasfaser Group of companies is an FTTH provider in Germany and implements fiber optic networks (FTTH) across several federal states.

The Deutsche Glasfaser Group is active in numerous locations in the federal states in order to provide private households and companies in rural areas with future-proof fibre optic networks. The number of local networks implemented by Deutsche Glasfaser and its regional partners is growing continuously and the interest of towns and municipalities in the cooperation model of Deutsche Glasfaser is high.



«Aarenet has managed to integrate the system within our IT systems and processes. The special adaptations and the high availability of the system allow us to offer voice services of the highest quality to our customers».

Paul Theunissen, Business Development Manager Deutsche Glasfaser