netplus.ch SA

netplus.ch SA offers its customers the most advanced, cost-effective triple-play services over cable-, FTTH-, and DSL- networks in the Swiss regions of Valais, Vaud and Fribourg. Currently, netplus.ch serves around 150'000 TV-, 75'000 Internet- and 40'000 Telephone residential customers.

REQUIREMENTS
Evaluation of a reliable and competent system-partner, design and implementation of a future-oriented, carrier-grade telephony-system, inclusion of the new system into the existing system-world, and safeguard of smoother customer-migration.

SOLUTIONS FOR CABLE- & FIXED NETWORK SERVICE PROVIDERS
Why netplus.ch can expand quickly.

SITUATION/BASELINE

A replacement took place in time on the expiration at the end of 2012 of the former phone system of netplus.ch. The requirements for the replacement system included a holistic engineering approach for telephony retail customers on cable- and traditional, terrestrial networks. The support of existing MGCP cable modems was just as important as the support of new SIP-compatible CPEs. An additional focus was on the integration of the new system into the existing system world as well as a scalable setup simply to support growth, and network expansion through new partnerships of netplus.ch. A smooth migration of the existing customer base to the new phone system was finally the main requirement.

IMPLEMENTATION

A hybrid design approach supports the existing customer equipment, maintains the rapid growth of netplus.ch, and the technological development in the fixed network. The core component for installation and configuration into the geo-redundant datacenters at netplus.ch is the Aarenet VoIP Switch. Both switches are again redundantly connected via SIP-trunks and dedicated high-speed IP-connections to the carrier-interconnection points to ensure a failure-free telephony operation. About 90% of all customers make phone-calls over the cable network standard MGCP, whereas the remaining 10% communicate via the new SIP standard. The fiber optic FTTH-network access or DSL-based Internet connectivity connects the SIP-based clients. The Aarenet VoIP Switch supports each common transport protocol and thus is usable without issues in hybrid environments.

The integration of a multi-tenant real-time rating engine into the Aarenet VoIP Switch is to generate raw billing-data to support the netplus.ch network-partners.

Successful transfer to netplus.ch took place after a thorough testing and training phase, of the adapted Aarenet system. The migration performance of customers from the old platform to the new system was easy, because of thorough planning, task preparation, and precise execution.

HEADOFFICE NETPLUS.CH SA, AT TECHNO-PÔLE, 3960 SIERRE, SWITZERLAND

Aarenet's team put much focus on performing their skills, marketing and technical knowledge as well as establishing close personal contacts to enable this long-term partnership. Aarenet continues to be a virtual team member of netplus.ch.

REFERENCE

Olivier Crettenand
Head of Telecom netplus.ch SA

«Aarenet supported us most competent, flexible and as a reliable part of the netplus.ch-team-network at any time.»

BENEFITS

netplus.ch could replace the former system by the use of Aarenet's platform and team performance easily and without additional Capex into customer equipment. Thus, the company operates on a future-proof and extremely competitive telephony platform. The professional services of the highly skilled Aarenet team was supportive during the design, implementation and migration phase, saved much valuable time and operational costs. The rapid growth of the company, initiated by the integration of the added partner networks, is possible by the use of Aarenet's phone system. The integrated rating engine allows the partner networks of netplus.ch to create their own phone invoices and to determine their cycles on their own at any time. Currently, more than 40'000 telephony users phone over the Aarenet VoIP Switch with netplus.ch at an annual growth rate of approximately 10'000 customers. Personal, flexible and ongoing Aarenet support guarantees further netplus.ch expansion plans.

www.aarenet.com