EDGE Enablement Workshop

Service providers who want to deliver the latest in advanced managed Wi-Fi services and revenue generating solutions to their subscribers can look to Calix to assist them technically and operationally. The Calix EDGE Enablement Workshop breaks down barriers to deploying new services by helping your team deliver, deploy and troubleshoot the latest in managed Wi-Fi and Revenue EDGE Suites and Services. Whether you are already providing managed Wi-Fi and EDGE Suites to your subscribers or are just starting out, this comprehensive offering will provide the tools, best practices, and training your Customer Support and Field Technician teams need to deliver these services to your subscribers.

THE EDGE ENABLEMENT WORKSHOP

Broadband Service Provider (BSP) Customer Support and Field Installation teams are dealing with constantly changing technology that impacts how they activate, deliver, support, and troubleshoot end-to-end services for their subscribers. The Calix EDGE Enablement Workshop is designed to help those teams rapidly deploy an exceptional whole home managed Wi-Fi service experience and advanced EDGE Suite applications on the GigaSpire or GigaCenter systems and Calix Support Cloud.

Greenfield and established service providers need help learning and operationalizing these new services into a cohesive and differentiated offering that can be delivered efficiently and confidently by your Customer Support and Field Installation teams.

Calix is an experienced partner that has helped BSPs with best practices and know-how to accelerate the roll out of advanced services based on GigaFamily systems and the Revenue EDGE.

MODULAR, FLEXIBLE ENABLEMENT OPTIONS ACCELERATE NEW SERVICE LAUNCH

The EDGE Enablement Workshop is designed to maximize the readiness of your teams to launch, deliver, and support new advanced services. It comprises an on-site or remote delivery option along with add-on and stand-alone modules to enable your team on the services and EDGE Suites important to your business plan. Calix Professional Services will work with your team to assess current service delivery requirements and develop a customized on-site or remote program to meet your needs.

The EDGE Enablement Workshop covers the important skills your team needs to know including:

- Wi-Fi 6, 6E, and managed Wi-Fi technology

- GigaFamily systems, CommandIQ®, EDGE Suites including ProtectIQ™, ExperienceIQ™, and Arlo Secure features and functionality

- Calix Deployment Cloud, and Calix Support Cloud overview and workflow setup

- Premises and service deployment scenarios and troubleshooting best practices

- Service delivery and service activation processes with Calix Support Cloud and GigaFamily systems

- Guided hands-on lab demonstrations

- Field installation demonstrations providing best practices on placement, subscriber turn-up, and troubleshooting using Calix Support Cloud, GigaSpire EWI, CommandIQ App, and MobilePRO

- On-site and remote Workshop Options

EDGE Enablement Workshop	Remote 1 Day	On-site 2 Days
GigaSpire Overview • System(s) review • Enhanced Web Interface	☑	☑
CommandIQ Overview • Features and latest release updates • Placement aids and on-boarding	☑	☑
EDGE Suites Overview • Parental Controls, ExperienceIQ, ProtectIQ • Bark, Servify Care Managed Services	☑	☑
Wi-Fi technology Overview • Wi-Fi 6, 6E, whole home Wi-Fi technology fundamentals	☑	☑
Calix Support Cloud Overview • Premises Topology, Services, client devices, and Systems • Wi-Fi analysis and troubleshooting • EDGE Suites visibility • Deployment Cloud – Systems, Geographic View, Configurations, Workflows	☑	☑
Premise Installation Best Practices • Site Survey and building materials considerations • GigaSpire and Arlo placement • Configuration, WPA3 Auth, SSID Pool • Acceptance Testing	☑	☑
Deployment Use Cases and Configuration Best Practices • Topologies: HSI, HSI L3 IPTV • ACS URL configuration • Golden configuration	☑	☑
Troubleshooting and EWI Usage • System efficiency, diagnostics, and analytics	☑	☑
Hands On Lab • GigaSpire BLAST Systems Wi-Fi configuration, set up, testing, and troubleshooting • Calix Support Cloud, CommandIQ, ProtectIQ, ExperienceIQ set up, use cases, and troubleshooting	☑	☑
Field Installation Training • On-site field configuration, installation, setup, and troubleshooting • Live installation demonstrations and best practices		☑
On-site Instructor Led Training, Lab Set Up, and Field Demonstrations		☑
Advanced Managed Wi-Fi Training and Technician Certification • Hands on advanced training, exam, and badging for up to 10 technicians		☑

EDGE Enablement Modules - Arlo Secure

The Arlo Secure Enablement Module can be selected as an add-on to the on-site workshop or remote EDGE Enablement Workshop. It can also be purchased as a stand-alone enablement module for BSPs that are successfully ramping Revenue EDGE Suites and Services, but want to add Arlo Secure to their service offering portfolio. When selected as part of the on-site EDGE Enablement Workshop, it is included in the price. When selected as part of the remote EDGE Enablement

Consolidated.

> "I think that absolutely your customers could benefit from this service especially if they are new to managed Wi-Fi, and even for us that have been doing it for awhile. It got the techs amped up about doing some installs!"
>
> Jeremy Witte – Network Manager

Workshop or as a stand-alone module, there is an additional charge.

The Arlo Secure Enablement Module covers the following topics:

Arlo Secure Overview

- Covers equipment in the Arlo Secure EDGE Suites along with deployment scenarios, placement, and installation best practices

CommandIQ Overview

- Provides a review of EDGE Suites and Arlo Secure within CommandIQ

Troubleshooting Best Practices

- Identification, analysis, and correction of common issues

Hands-on Lab

- The lab covers installation, site configuration, testing, and troubleshooting best practices using the Arlo equipment, CommandIQ, GigaSpire BLAST, and Calix Support Cloud

A WORKSHOP CUSTOMIZED FOR YOUR NEEDS

Calix Professional Services team will work you to plan out the topics, modules, delivery method, and practical in-field activities that will help your teams excel. The Workshop has delivered field-proven benefits of reduced truck rolls on new installations, improved team confidence, and aligning Field Technician and CSR teams on delivering and supporting and exceptional subscriber experience.

Start Enjoying The Benefits Today

Contact your Calix Account Executive today or go to the Calix EDGE Enablement Workshop section on the Calix web site and find out how you can start ramping your CommandIQ and Revenue EDGE Suites and grow your

Optimize and standardize processes and workflows

Build Team Confidence

Reduce repeat truck rolls on broadband installations