SmartTown™ Professional Services

Bringing Wi-Fi to your downtown and main street public spaces with SmartTown provides exceptional value to your subscribers and the community. You also want to ensure you deliver the Wi-Fi experience your subscribers have come to expect from your brand. SmartTown Professional Services provide your technical teams the design, training, and validation resources to help you launch and grow your community Wi-Fi initiatives faster and with confidence.

SMARTTOWN™ ON-SITE WI-FI DESIGN

Calix Professional Services helps take the guess work out of the planning and design of SmartTown event projects. Our technical experts will work with your engineering team to scope out project requirements and objectives for coverage, capacity, and performance. We'll perform an onsite analysis of your planned SmartTown event coverage area for precise analysis and better system design. Results are documented and provided to your team, including coverage area maps showing access point locations, associated single strength, system throughput, and noise levels. The documentation includes a list of GigaSpire BLAST and GigaPro systems recommended for the design.

Key components of the service include a 3 step approach to developing your SmartTown event design:

Step 1

Collaborative planning session on system objectives on coverage, capacity, and performance along with discussion of best practices on:

- Planned coverage areas
- Expected subscriber usage
- Targeted signal strength
- Access point locations and mounting preferences

Working with your team, Calix Professional Services will jointly establish project timelines and deliverables.

Step 2

Calix Professional Services will perform an on-site survey of the coverage area:

- Verify potential access point locations
- Perform direct measurements on interference sources
- Identify and incorporate impacts due to attenuation
- Develop a coverage, capacity, and performance report

Step 3

A Revenue EDGE Delivery Manager will host an interactive session to review the analysis and design report which includes

- Maps of coverage area showing access point locations, signal strength, signal-to-noise ratios, data rates, and throughput
- Detailed list of GigaSpire BLAST and GigaPro Systems required for the design
- Incorporating any changes to the plan, finalize, and deliver the approved SmartTown Wi-Fi design

SMARTTOWN ™MANAGED SERVICE VALIDATION

You want to ensure the performance of your installed Wi-Fi SmartTown event project to bring the elevated experience your connected community deserves. Your brand is also at stake, so proactively confirming the placement, coverage, capacity and performance of your Wi-Fi deployment before making it available to subscribers is top of mind.

SmartTown Managed Service Validation will help you ensure the SmartTown experience is optimized and configured for exceptional performance. This offering is a post-install and turn-up activity that should be performed before putting the SmartTown event area into production. It includes:

- Onsite direct validation of your deployed SmartTown event network
- Verification of system performance, coverage, and capacity using Wi-Fi analysis tools
- Identification, troubleshooting, and application of corrective measures on issues with interference, attenuation, and GigaSpire and GigaPro System placement
- Customer's benchmark results on SmartTown event Wi-Fi power, interference, and data throughput for coverage area

SmartTown Managed Service Validation helps you ensure subscriber experience and maintain brand integrity before launching SmartTown for events.

SMARTTOWN™ ENABLEMENT WORKSHOP

Broadband Service Providers deal with constantly changing technology that impacts how they activate, deliver, support, and troubleshoot end-to-end managed services for their subscribers. The SmartTown Enablement Workshop is designed to jump-start your team's technical readiness with a two-day, onsite immersive training session on SmartTown technology, systems, and best practices

The SmartTown Enablement Workshop addresses the training needs of Network Engineers, Field Technicians, and Customer Support teams. The workshop starts with a pre-workshop planning session to identify your business objectives and desired training outcomes. The engagement is customizable with flexible onsite, multi-day, and remote delivery options and covers the important skills your team needs to know including:

- Understanding of SmartTown use cases, technologies, and platforms including Calix Support Cloud, Deployment Cloud, Wi-Fi fundamentals, and Passpoint
- Access point placement, backhaul concepts, and deployment scenarios for GigaPro and GigaSpire BLAST Systems
- Best practices for performing site surveys, coverage planning, system installation, and validation
- Lab-based exercises for designing, troubleshooting, and supporting your SmartTown implementation
- Exam and badge for up to sixteen attendees

To find out more about SmartTown Professional Services and see how they can help you, contact your Calix Account Executive.