

DELIVERING A RESILIENT
INFRASTRUCTURE

Problem. Solved.

RÉUNION CONNECTED



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REUNICABLE is a leading Multi-System Operator (MSO) on the island of Réunion, a French overseas territory in the Indian Ocean that has 850,000 residents. Competition between the island's three main service providers is fierce. And with subscribers expecting to receive the highest level of service, REUNICABLE, operating through its local brand ZEOP, set out to strengthen its triple play offering, which includes 80 TV channels, telephony and broadband. It has worked with Paris-based Lucas Telecom for over 2 years and commissioned its expertise in cable systems consultancy, deployment and integration to accelerate the speed, resilience and performance of its broadband services.

Benefits

- A 1Gbps premium broadband service
- Supports the data-rich applications valued by consumers
- A versatile future-proof platform to grow revenue
- A simple, trouble-free migration

Xavier Hermesse, Deputy CEO, REUNICABLE, says: "ARRIS's CMTS has always been a part of our core network. But upgrading ones systems is a nervous time and, even though we were replacing one ARRIS CMTS with another, we looked for expertise to ensure a smooth integration. That expertise was provided by Lucas Telecom. It helped us find the best equipment and plan its implementation so that downtime would be kept to a minimum. The outages – that were just in minutes – took place over a few planned maintenance windows and, in return, we now have a firm and reliable platform to grow our business. With a denser and more powerful CMTS, we are able to deliver 1Gbps download speeds across HFC – using less equipment – and the way the system is configured scalability is theoretically unlimited to help us grow our business."

The Problem: Extending a premium service offer

REUNICABLE's network, operating through its ZEOP brand, comprises fibre and Hybrid Fibre Coaxial (HFC) networks. It has a programme in place to extend optical fibre to cover all its subscribers. However, the roll-out will take some time and HFC remains the focus of REUNICABLE's offering to the 35,000+ subscribers that live in the south and west of Réunion.

ZEOP offers a '1Gb Premium' broadband service across its fibre network and wanted to provide a similar speed over HFC. ZEOP's HFC broadband infrastructure was based on three ARRIS C4® Cable Modem Termination System (CMTS) hubs that were installed on Réunion eight years ago. While the C4s continued to operate with 100 per cent reliability, ZEOP's goal of extending its '1Gb Premium' service to all subscribers meant that it would need to enhance its core CMTS – to deliver much more capacity – and provide new cable modems to subscribers. Lucas Telecom was approached by REUNICABLE to advise on the appropriate technology, and deploy and integrate it – with no interruption in service.

The Solution: Speed, resilience, simplicity

Lucas Telecom recommended installing ARRIS's E6000® Converged Edge Router (CER), the successor to the previously installed C4 CMTS, to deliver a high-availability, high-performance solution with extensive scalability. A key factor in the choice of the E6000 is the fact that its active components can be upgraded via software, enabling REUNICABLE to meet changing service demands without upgrading its hardware.

In addition to the E6000 CER, Lucas Telecom specified over 10,000 ARRIS Touchstone TG2492S Gateways that support 1Gbps download speeds. Each DOCSIS 3.0 TG2492S Gateway delivers dual-band Wi-Fi, using both 802.11ac 5GHz and 802.11n 2.4GHz. The benefit to subscribers is that their gateway will connect to both legacy devices (e.g. older PCs and tablets) as well as current and next generation devices (such as smartphones) that offer higher speed wireless connectivity. Before installation, each new E6000 CER was connected with a gateway to simulate an end-to-end path from the customer to the internet network. If this simple lab check, which effectively created a local area network to test the equipment, went as planned and the CMTS was signed off for integration into the network.

All deployment work took place in planned maintenance windows and was graduated: the CMTS serving the smallest number of subscribers (covering 4 sectors and a total of 2,000 customers) was installed first. This was monitored carefully over the course of 48 hours. And, when no issues arose, the other two E6000 CERs, which serve a much wider area, were installed.

The Result: High-performance broadband services

As the new ARRIS E6000 CERs were replacing the existing ARRIS CMTS, the transition to the new technology went as planned and was trouble-free: on average the migration took between 15 and 30 minutes. A key benefit of the new CMTS hubs is that they offer much higher capacity and density. Indeed, the new system has doubled the bandwidth available – meaning that ZEOP can seamlessly add new customers – while also reducing equipment maintenance costs.

Importantly, ZEOP can offer a similar, or greater, level of service over the existing HFC infrastructure than competitors do over fibre. With this upgrade, ZEOP is able to build and defend its market through a compelling triple play (voice, video and data) service that optimizes its HFC assets, and is also paving the way to future upgrade which would enable a 10 gigabit network while still maintaining its existing HFC network. With the broadband speeds available, subscribers enjoy a premium, low latency experience when using data-intensive applications – such as streaming music, watching movies and video calling.

Lucas Telecom specified a scalable solution to meet REUNICABLE's need for enhanced speed and stability. This enables the expansion of the subscriber base without any additional investment. In time REUNICABLE will look to build out its fibre footprint but, with the new ARRIS E6000 in place, it has found a cost-efficient, easy-to-maintain and scalable way to make the most of its HFC assets and attract and retain customers with a high quality of service.