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## **KERMAN TELEPHONE SELECTS XANGATI TO IMPROVE OPERATIONAL EFFECTIVENESS, RESPONSIVENESS TO PERFORMANCE PROBLEMS**

### *Xangati's Rapid Problem Identification Solution Allows Kerman to Become the First Responder to Broadband-Network Performance Issues*

**CUPERTINO, CA, August 27, 2007**—Xangati, the provider of the industry's first rapid problem identification (RPI) appliances, announced today that Kerman Telephone has deployed the Xangati solution in its network. Kerman Telephone, an ILEC in Central California that has been in service for nearly 100 years, has recently been experiencing dynamic growth in its broadband subscriber base. Kerman deployed Xangati to help better manage this growth. As a result, Xangati is helping Kerman drive down operational costs while at the same time increasing DSL customer satisfaction.

“In the increasingly competitive telecommunications market, we believe that responsive customer service can be a strong differentiator. My operations team is dedicated to making sure that our network infrastructure is sound and that all problems affecting customers are solved quickly,” said Tom Dominico, information systems manager at Kerman. “Given our continual focus on improvements in these areas, we're always on the lookout for tools that can improve our operational effectiveness. We've been pleased to see how large an impact the Xangati solution has had on our ability to readily address subscriber support calls.”

After months of searching for a solution, the service provider purchased the Xangati RPI solution to unearth spammers who were inappropriately using broadband services. The Xangati solution enabled Kerman to pinpoint the active spammers during the first day of product evaluation. The ability to curtail the unsanctioned activity also helped Kerman maintain its bottom line by removing the impending need to upgrade its backbone capacity to deal with the traffic volumes caused by the spammers.

Xangati rapid problem identification shrinks the time between problem genesis and the identification of its source through the precision profiling of every endpoint and application. Traditional silo-specific solutions require IT personnel to spend several hours searching for the core problem. This delay in response makes the IT department reactive to network and application problems rather than proactive. The Xangati solution often identifies the problem before end-users are even aware that a problem exists.

Catching spammers was only the beginning of the relationship between Kerman and Xangati. “The RPI model is having a great effect on our ability to either fix a problem or inform the customer that it is not our issue,” said Dominico. “In the past, the process of responding to complaints that the network was slow was very often time consuming. Xangati is also becoming increasingly important to us as we begin to migrate to even more advanced broadband services such as IPTV.”



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“The Xangati rapid problem identification solution is the right choice for Kerman Telephone, which prides itself on subscriber-focused innovation,” said Alan Robin, CEO of Xangati. “The Xangati solution has allowed Kerman to drastically shrink the time it takes to solve each problem and is moving it into the role of first responder to DSL-related issues.”