

# ISKON Reports Faster Deployment, Troubleshooting, and Lower OpEx with Patton Element Management System for SmartNode

A fast-growing subscriber base is a good thing, right? Yet for ISKON—a broadband telecom in Croatia—managing the rapid proliferation of customer-premise equipment (CPE) for business customers was becoming a major challenge.

Thousands of small, medium and large businesses now depend on ISKON's copper and fiber network infrastructure for triple-play broadband services using Patton's SmartNode VoIP routers as voice gateways.

Trouble tickets, provisioning new customers, managing configuration changes and software upgrades became increasingly time-consuming. As the

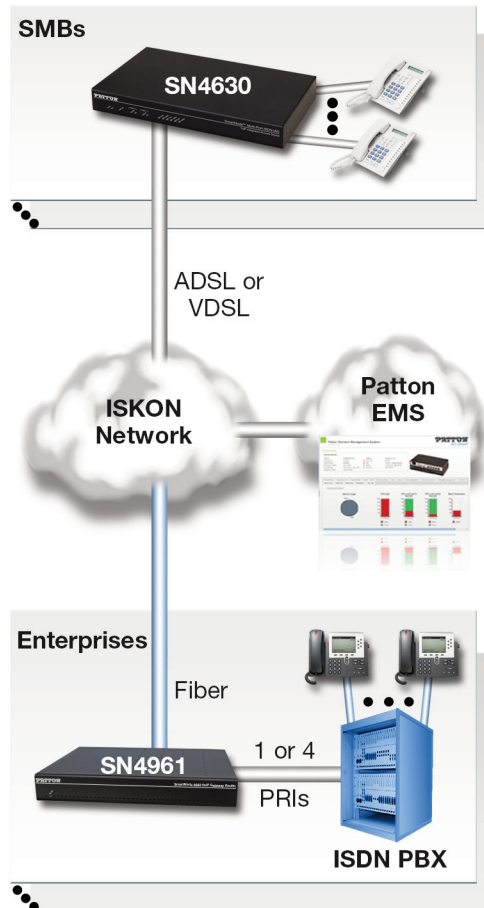
*"Patton's people were all highly professional and able to come up with solutions by thinking 'out-of-the-box'."*

*"Now, with Patton's EMS, our existing staff can support more and more customers."*

Marin Milanković



Head of Voice Service Delivery  
ISKON Internet



required work force multiplied, labor costs started spinning out of control.

ISKON asked Patton for a remote management solution that could configure provision, troubleshoot and update software for the fast-multiplying number of SmartNode voice gateways deployed on their customer sites.

Patton listened. When Patton presented the [Patton Element Management System \(EMS\)](#) powered by Axiros, ISKON jumped on it.

*"Patton's EMS has a user-friendly web interface. It is very intuitive to work with. Very stable."*

Marin Milanković

Designed to integrate smoothly with existing network-management tools, processes, and workflows, the Patton EMS employs Automatic Configuration Server (ACS) functionality as specified by the carrier standard TR069. The centralized fault, configuration, accounting, performance and security (FCAPS) management tool offers Telecom network operators touch-less configuration and turn-up for SmartNode and third-party VoIP CPE.

The Numbers			
	Before PEMS	After PEMS	Improvement
Time to Provision Customer	10 min.	5 min.	100%
Cost to Provision Customer	\$1.20	\$0.60	100%
Time to Troubleshoot Support Case	4 hours	1 hour	400%

That's better. Now, with the Patton EMS implemented and operating, ISKON spends half the time and money to provision a new business customer than before. Troubleshooting a customer support ticket? What used to take two to four hours, now with Patton EMS, the average time to resolve a customer-reported issue is down to about an hour.

### SmartNode Models Deployed on ISKON Customer Premises

- **SmartNode 4639**—BRI So Digital VoIP Gateway Router delivers reliable, business-class Internet telephony for demanding ISDN users with 5 BRI ports for up to 4 concurrent VoIP or T.38 fax calls with high-precision 5 ppm clock source.
- **SmartNode 4638**—BRI So Digital VoIP Gateway Router with 5 BRI ports for up to 8 concurrent VoIP or T.38 fax calls.
- **SmartNode 4635**—BRI So Digital VoIP Gateway Router with 3 BRI ports for up to 4 concurrent VoIP or T.38 fax calls.
- **SmartNode 4114**—FXS/FXO analog gateway with 4 ports, complete SIP, H.323, and T.38 Fax support.
- **SmartNode 4118**—FXS/FXO analog gateway with 8 ports, complete SIP, H.323, and T.38 Fax support.
- **SmartNode 4316**—Multiport FXS/FXO VoIP GW, 16 FXS ports presented on RJ21, 1x Fast Ethernet, Internal UI power.
- **SmartNode 4324**—Multiport FXS/FXO VoIP GW, 24 FXS ports presented on RJ21, 1x Fast Ethernet, Internal UI power.
- **SmartNode 4332**—Multiport FXS/FXO VoIP GW, 32 FXS ports presented on RJ21, 1x Fast Ethernet, Internal UI power.
- **SmartNode 4961**—Enterprise-class VoIP Gateway IP-enables legacy PBX systems. Provides 1 or 4 PRI ports for up to 120 concurrent VoIP or T.38 fax calls with high-precision 5 ppm clock source.

**Growing.** Thanks to Patton, ISKON can now continue to expand and support its base of business subscribers without the expense of hiring additional support staff.

**Way back** in 1997 ISKON needed xDSL modems that would be robust and stable—as well as cost effective—in order to deliver Internet access to its customers. After extensive testing with several brands, ISKON chose Patton models 1088 and 1092. In 2006, when the company moved into the Telecom space, it became Marin's job to test voice gateways. In the end it came down to Patton and one other vendor. Patton won on two counts: 1) built-in ISDN power feed as a standard feature (a costly add-on with the competing vendor), and 2) certified interoperability with ISKON's selected softswitch.

**When asked** what he would say to companies considering implementing a similar solution, Marin's advice is "Go for it. ☺"

### About Iskon Internet



**Iskon Internet** ([www.iskon.hr](http://www.iskon.hr)) is a Croatian telecom service provider and broadband network operator. Widely recognized for a dynamic, entrepreneurial business culture with a flexible and friendly approach towards users, Iskon offers high-quality broadband services customized for the user's pricing and service-level requirements.

**Iskon offers** ADSL, VDSL and fiber-optic services for small, medium and large business respectively.

**Thousands** of Iskon's business customers have SmartNode VoIP Gateways operating on-premise today.

**Iskon operates** as an independent, wholly-owned subsidiary of T-Hrvatski Telekom (T-HT).

### Key Benefits of Patton Element Management System (EMS) for Carrier-Providers

- ✓ **Lower Operating Costs.** Remote management combined with SmartNode set-it-forget-it reliability eliminates costly truck rolls for turn-up, troubleshooting or replacement.
- ✓ **Touchless Provisioning.** Patton's TR069-compliant Automatic Configuration Server (ACS) automatically configures and provisions each SmartNode on power-up.
- ✓ **Remote Management.** Use the intuitive Patton EMS web interface to turn-up, troubleshoot, reconfigure, and update software for all your SmartNode CPE from any location.
- ✓ **Trusted, Flexible Supplier.** Doing business since 1984, Patton will connect with your team to specify—even customize—solutions that address your true requirements.
- ✓ **High Quality!** Designed by Swiss engineers and US-manufactured SmartNode delivers high-quality VoIP equipment with reliability you can trust.
- ✓ **Patton's Gold Standard Support...FREE!** No required support contracts or per-hour charges. Patton drives down your total cost of ownership with free gold-standard customer support—and free software updates!