

## Reducing IPTV capex with the industry's most advanced customer service tools.

Home Telecom is an independent telecommunications company located in Moncks Corner, South Carolina, employing close to 200 people and serving over 20,000 access lines. With this coverage, Home Telecom is able to service 1,100 square miles of South Carolina's low country.

They are an integrated communications provider, driven by an all-digital central office, utilizing a variety of technologies to deliver local and long-distance telephone, velocity high speed internet, video, home automation.

### The Challenge:

In order to be competitive in a market widely served by larger incumbent Cable TV offerings, Home Telecom needed to:

- Reduce CAPEX associated with offering a TV service in order to offer competitive pricing.
- Provide a new level of customer service not even possible on existing CATV networks.
- Offer features not widely available on the competition's CATV offering

### Customer Quote:

"With Amino's service management solution, we can ensure our customers have the best service experience by reducing the complexity of software and firmware management. We can resolve customer issues quickly by having the ability to troubleshoot remotely, which also helps minimize support costs, enabling us to maintain competitive pricing."

William S. Helmly

President and COO at Home Telecom

### The Solution:

In a market fraught with increasing content costs and relatively high OPEX/ CAPEX outlays, Home Telecom chose Amino to launch their IPTV service to their growing broadband subscriber base of over 20,0000 access lines.

Choosing Amino Devices and Amino Engage, Home Telecom quickly integrated the virtual remote support tool into their existing CSR software toolkit – instantly arming their agents with the most advanced TV service troubleshooting tools available.

Using Amino Engage, Home Telecom's customer service agents are able to connect directly to their customer's TV devices, take control and walk customers through to a quick solution or quickly identify situations where a technician dispatch is required.

### The Outcome:

Home Telecom has eliminated service dispatches due to common configuration issues and has drastically reduced the length of customer call duration – resulting in a higher customer satisfaction and a drastically reduced TV service CAPEX.

