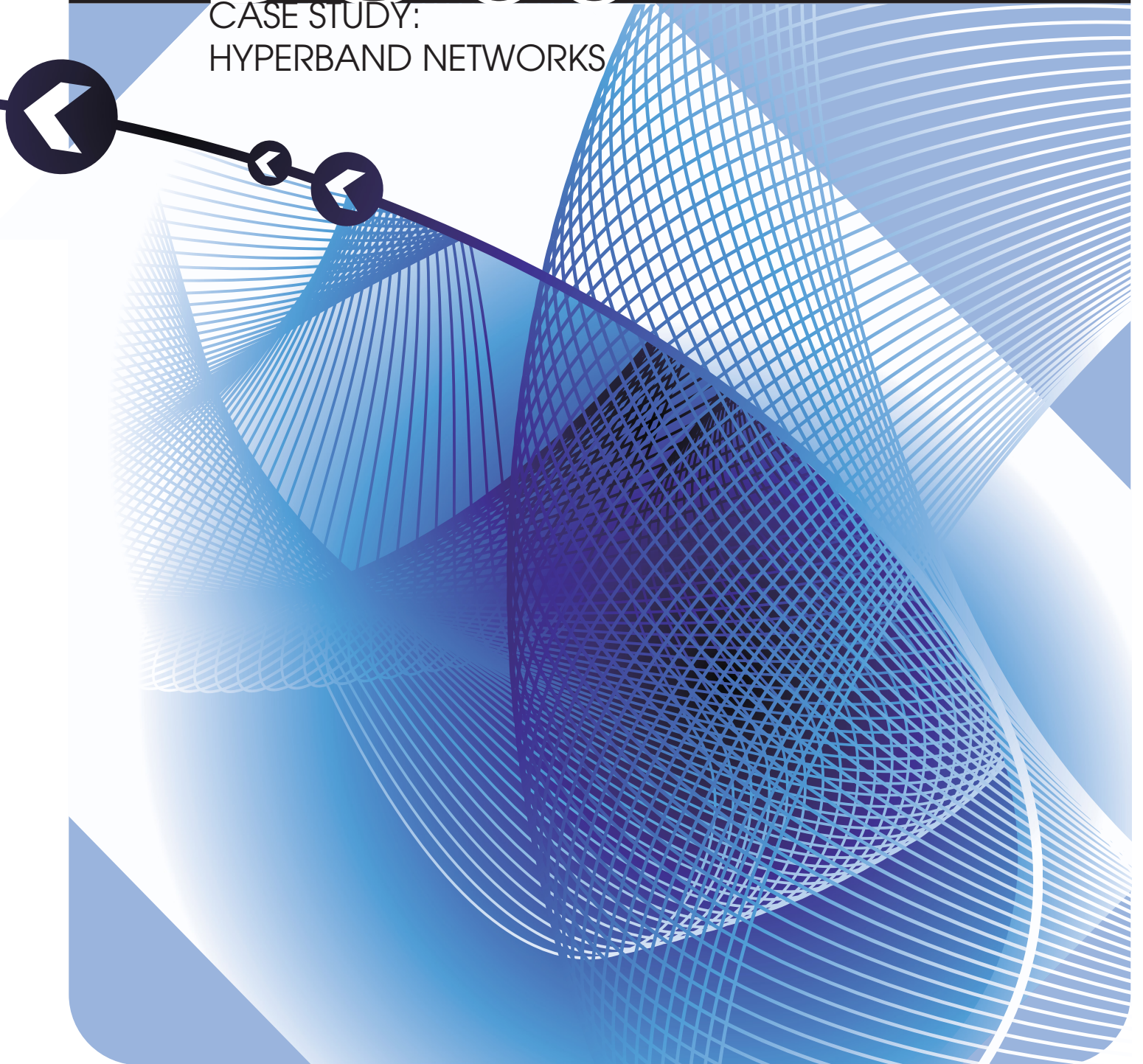# BOSS

CASE STUDY:
HYPERBAND NETWORKS

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Hyperband Networks started as the small regional provider Atlanta Broadband in the Atlanta Georgia area offering digital television and high-speed Internet access. Their core customers are primarily situated in apartment complexes and high-rise condominiums centered on the local area. In 2004 they were in the market for a hosted e-mail solution and approached IntraMeta who stepped in and began hosting e-mail services for their customers and employees. A short time later, they began to outgrow their provisioning system and the combination of the problems managing the system and the cost for renewing the license compelled them to begin looking at alternatives. IntraMeta offered BOSS as cost-effective means for managing their customer's data connections. Since moving completely over to BOSS, Hyperband has seen tremendous growth, incorporating additional BOSS services along the way, to round out the functionality of their back office. Using BOSS, Hyperband has been able to not only grow their retail offering, but have started a new wholesale offering to property owners and private cable operators. Since 2004, Hyperband Networks has grown from a local Internet provider to offering multiple services in twenty-five states from coast to coast.

Hyperband Networks currently enjoys the flexibility of BOSS and the ability to use its functionality either through the included administrator and Self Help interfaces, or through the internal web tools that Hyperband already had in place. The application programming interfaces let them present the functionality as they want, and works around their current operations without introducing complexity.

"The property plant report provided by BOSS is a fantastic tool" says Christian Diener, Director of Business Development at Hyperband Networks "it's an excellent snapshot of the health of our properties at large and allows our people in the field to visualize problems on-site before the trucks even roll."

Hyperband's use of the plant report, part of the BOSS Service Provisioning module, has reduced costs to operate their network, lowered personnel requirements and increased efficiency. This is even more valuable to Hyperband's additional revenue model giving more control to their partners and them a tool to easily identify problems within seconds that would have ordinarily taken them several days.

Hyperband enjoys greater ability to quantify business issues when selling their services and features through both their wholesale and retail channels. They have a tighter grasp on the software set, CALEA compliance, service area health and the licensing costs for their back office software, all of which would have traditionally been very difficult to determine or plan on with any sort of certainty.

"The simplicity with which we can comply with CALEA or requests for information from law enforcement agencies mitigates a huge risk for us" continues Mr. Diener, "BOSS makes it very simple to deal with regulatory pressure without having to involve a third party or buy extra hardware." BOSS provides easy access to usage history in the event that information is requested as part of an investigation or legal action. Normally, pulling the required information would involve combing through log files which can be laborious and possibly incomplete. With BOSS, the usage history is a click away.

"BOSS gave us the flexibility to add new business without having to even consider our back end to account for future growth" recounts Mr. Diener. In the two years since Hyperband began using BOSS, they have grown from just over 2,000 subscribers to over 20,000 subscribers. They were able to leverage features such as Service Provisioning and Captive Portal to streamline the customer acquisition process and add new wireless access services to some of their properties in Florida, as well as take on some new types of projects in Southern California. Mr. Diener continued, "BOSS has opened new growth opportunities for us and is helping us tackle new business segments to fully leverage property rights for the communities that we serve."

Hyperband has been able to significantly increase its subscriber base and add additional revenue streams using BOSS as a cornerstone in its back office operations. The ease of use was an attractive feature for them when making their decision to use BOSS instead of independent solutions. They have been able to secure bigger deals and more subscribers using the flexible billing structure of BOSS as opposed to a more rigid one that would inhibit growth. BOSS has reduced operational overhead, and increased visibility for the management team. Their customer support staff and installation teams enjoy higher levels of efficiency.

About IntraMeta

IntraMeta Corporation is a pioneer in utility computing services and technology. The company provides enterprise and consumer-based information technology services, on-demand, as a metered utility. BOSS is part of IntraMeta's Utility Computing Platform™ that delivers information technology services on demand, cheaper, and faster than anyone else.

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