

“Citynet”, one of Austria’s most innovative service provider chose CTS switches for their Internet Aggregation and Access network infrastructure

Overview

Industry

Internet Service Provider/Operator

Customer

“Citynet” / Stadtwerke Hall in Tirol GmbH



Country

Austria

Solutions

- Managed 10G to 1G Layer 2 Ethernet Fiber Switches for Aggregation and Server Housing Internet Access connectivity.
- Managed Gigabit Ethernet CPE switch for Access in small apartment buildings.
- Smooth and easy to use configuration interface and can easily integrated in an existing management platform.

Challenges

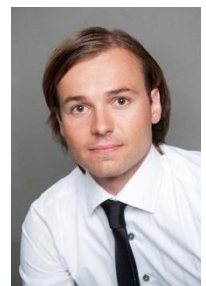
Deliver IT related services within the region and in semi-urban areas for a reasonable price.
Create a solution portfolio that guarantees a relatively easy and cost neutral upgrade IT services
Find a supplier with a fine selection of “Access Switch” portfolio that suits the various demands in different buildings.

Benefits

Long-distance deployments are easily performed with cost effective SFP/SFP+ fiber modules.
Centralized network management, monitoring and provisioning.
Fine scalability due to different port density (8 to 48 port switch solution).

“The important thing for technician was the usability and a good price /performance ratio ! CTS products are easy to integrate and they are reliable and very stable. They offer an easy to use Web and CLI Interface and trouble free once installed.

- Manuel Kofler
Head of IT at Stadtwerke Hall in Tirol GmbH



Background

Established in 1999, Citynet is a progressive and modern Internet operator and service provider located in the beautiful City of Hall in Tirol, which is surrounded by the magnificent and picturesque mountains of the Alps. Over the past years, Citynet has been working to expanding their business by deploying fiber optic in the city along with the region. The company is devoted to provide high quality, fast and stable connectivity in the region for private Internet customers. Moreover, for business customers that require secure point to point connectivity and extended services.

Citynet offers its residential customers a full suite of services including Internet access, mobile internet, VOIP and IPTV with affordable packages. Apart from the basic services for home users, Citynet also offers a wide range of products for companies and organizations. Web space, Security products, Cloud services, Server housing and more is available in a perfectly managed environment. Certainly, the leased lines and carrier services can be offered for customers who need professional national or international connectivity.

With an excellent service structure for all types of customers, Citynet not only gained an excellent reputation among neighborhoods, but also built up a tight relationship with other cities in Tirol for which they are offering managed services. Today, they have more than 3,400 customers and 600 business enterprises customer based in Hall and its surrounding areas. By constantly adapting the ever-changing market, this young, talented and ambitious team is never going to stop learning and growing.

Challenges

Being a regional service provider owned by the city's utility company, people would have high expectations on the exceptional performance delivery and the service is always under examination. The major challenge facing was to create a stable and reliable network infrastructure that can stream high quality services continuously. ***“Deliver Internet and IT related services within the region and to semi-urban areas to customers for a reasonable price but superb quality was one of our challenges.”*** Mr. Kofler, the Head of IT from Citynet said.

Since product lifecycles are getting shorter and shorter, the request for product solutions in the mass deployment areas that deliver a perfect cost-performance ratio is important. Another issue for Citynet was to look for products that guaranteed a relatively easy and cost neutral upgrade in speed, as the request for higher bandwidth has been a big challenge in the past and still is. It took quite some time for them to find the right product solutions and the right partners for supporting these selections.

Last but not least, in order to gain market shares and continue to win business over the nationwide and international providers, giving the local customers quick support is extremely important. ***“Our technical support is here in Tirol and the people can talk to technicians if they have questions and problems. They are not diverted to “Call Centers” in another county or country.”*** Mr. Feistmantl, the IT engineer from Citynet said with a faithful and confident smile. That is to say, a remote control system can be managed and monitored easily is essential to enable the fast response system and provide a secure environment for all customers.

Solutions and Benefits

After a thoughtful consideration and comparison, CTS products have been selected for the access/distribution by Citynet. The switches are being used to deliver a secure and stable last mile access from the POP (Point of presence) to apartments and houses, guaranteeing flexible and high bandwidth when needed. In some cases smaller switches like the SWH-3109 or SWH-3112/3114 have been installed for in-house segmentation and (in some cases) for fiber to copper conversion. The fan less design of the smaller CTS FOS-Switches guarantees easy deployment. Through private MIBs CTS products could be easily integrated in an existing network management platform.

Keeping in mind that in the future, the request for higher speeds will increase. Hence, we are together working on a future-proof network for Citynet. To deploy even 10G to the customer for a reasonable price is a challenge, we try to overcome together by investing in a new generation of “provider grade” Aggregation switches. The 10G switches are also needed to grant internet access for server housing customers in the data centers in Hall and Innsbruck.

In addition, CTS’ regional technical support quickly identified and resolved problems during the deployment stage in a professional way. As a result of this good corporation, Citynet also recommended CTS for other local service providers.

CTS Products Installed in the Network

FOS-5126 | 26-Port Management 10G Ethernet Fiber Switch



- 20 x 100/1000Base-X + 4 x Combo
- 2 x 10 Gbps SFP+ ports
- Support IPv4/IPv6 dual stack
- SFF-8472 Diagnostic Monitor Interface
- Support IGMP snooping, IGMP fast leave, IGMP filtering & advanced MVR to intelligently transmit multicast traffic and deliver IPTV service
- Support Q-in-Q VLAN tag
- IEEE 802.3ad Link Aggregation
- Unique Power Down Trap technology
- Power supply redundancy

FOS-3114 | 14-Port Managed Full Gigabit Ethernet Fiber Switch



- 14 x 100/1000Mbps SFP
- Support WEB, Telnet, CLI, SNMP and Out-band console interface
- Port Configuration, Tag VLAN, QoS, Spanning Tree, LACP and L2 multicast IGMP
- DHCP Snooping, Port mirror, Loop detection, IP Source Guard, Storm Control and MAC address limit
- Text based CLI configuration, TFTP/FTP for firmware & Configure upgrade, Event and Syslog and SNMP power down trap
- IPv4/IPV6 Dual Stack
- Fan less and Half-Size Rack design

Application Diagram

