

Preseem & VISP.net Empower DM Wireless' Exceptional Growth in Puerto Rico

COMPANY

DM Wireless

LOCATION

Manati, Puerto Rico.
Currently serving all of Puerto Rico.

KEY CHALLENGES

- Need for integrated billing, administration, and network management systems to support fast-paced growth
- Managing load on overall bandwidth while delivering a great experience
- Prioritizing key applications to ensure customers don't perform speed tests unnecessarily

PRODUCTS DEPLOYED

- VISP.net's Ultimate Billing Solution with UBO support
- Preseem's Quality of Experience (QoE) platform

RESULTS

- 20-30% drop in typical "my-Internet-feels-slow" support calls after deploying Preseem
- Better Internet experience for customers with smaller plan speeds (like 2/4/10 Mbps)
- Integrated billing, administration, and network management experience across VISP.net and Preseem

DM WIRELESS

www.dmwireless.com



"The combination of VISP.net and Preseem was a good decision. VISP.net has a great team—they are always there to help. Also, the Preseem integration was super fast and easy, almost like plug and play. Preseem's QoE solution delivers more than the expected: 'That Box Does Magic' part. Thanks to VISP.net and Preseem for their services."

- David Malave Robles, Owner, DM Wireless

OVERVIEW

DM Wireless has over 10 years of experience in providing high-speed wireless Internet services to residential as well as business customers. Headquartered in Manati, Puerto Rico, with coverage across all of Puerto Rico, DM Wireless boasts of over 10,000 customers today. Behind their exceptional growth in the last 10 years, is a humble company with focus on connecting the unconnected and bridging the digital divide across their beloved islands. DM Wireless is led by David Malave Robles.

CHALLENGES / BUSINESS NEEDS

DM Wireless uses VISP.net's billing system and was looking for a QoE/QoS solution that integrates with their billing system of choice to ensure efficiency and ease-of-use.

The key requirement for DM Wireless was the ability to manage load on their overall network while delivering a great experience to subscribers. They wanted to ensure that customers didn't feel the need to perform speed tests and just have a good overall experience.

EXPERIENCE WITH VISP.NET

Early in their business, DM Wireless felt the need for an ISP administration software that could take care of their billing needs. They explored many prominent options available in the WISP industry and decided to proceed with VISP.net after meeting them at a WISPA trade show.

One of the initial problems they faced while moving to VISP.net's billing system was due to the difference in banking regulations and lack of support from the local bank in Puerto Rico. However, David was pleasantly surprised that the amazing team at VISP.net worked with them to help DM wireless get everything sorted out.

David says that he wasn't used to a software company that takes care of all the integration and deployment issues in such a professional way. This reaffirmed his faith in VISP.net and its support team. He also believes that one of the key reasons for his overall satisfaction with VISP.net is because of their responsiveness when it comes to support queries.

"It's never hard to reach the VISP.net team. They're always there. They fix any issues or bugs for us and we trust that they'll do it. We're excited for the new web version and believe it'll be very beneficial to us."

- David Malave Robles, Owner, DM Wireless

INTRODUCTION TO PRESEEM THROUGH VISP.NET

David and the team at DM Wireless had multiple interactions with the team at Preseem while looking for a potential solution to deliver a great QoE to their subscribers.

This included phone conversations and attending Preseem's QoE seminar at the WISPAPALOOZA 2018 trade show, among other interactions. When David learned about some of the positive experiences other VISP.net customers had with Preseem, he took their recommendation and had a full demo of the platform.

DM Wireless deployed Preseem around September 2018, and has been a customer ever since.

Currently, DM Wireless uses two Preseem 10000 appliances pushing over 20 GB of traffic during most peak times.

Preseem & VISP.net Empower DM Wireless'
Exceptional Growth in Puerto Rico

EXPERIENCE WITH PRESEEM

One of the key problems DM Wireless aimed to resolve with Preseem was the ability to deliver the best possible experience for their smaller plan speed packages (2 Mb, 4 Mb, 10 Mb, and 20 Mb). David and his team were very interested in the opportunity to deploy Preseem's QoE Optimized Shaping feature and test it internally before rolling out across their network.

Prior to Preseem, DM Wireless was using simple queues-based control in the core of their network and regularly received complaints from customers who maxed out their plan speeds and had issues with streaming video, Skype calls, and other interactive applications.

During the initial testing phase with Preseem, DM Wireless had one of their team members—who used a 2 Mbps connection at home—move to Preseem. After Preseem started traffic management for this 2 Mbps connection, the team member called David and told him how his Internet connection was working smoothly despite one kid playing games online while he watched videos, downloaded online content, and tested a VoIP call all at the same time! Seeing the network monitoring charts for this customer, David noticed that his team member was consistently maxing out his 2 Mbps connection and still reported a good experience across applications. This gave him additional confidence to roll out Preseem across his network and measure the change.

Since implementing Preseem, David believes that DM Wireless experienced a dramatic drop in their support calls—especially the ones that complained about their Internet feeling slow during peak times. Interestingly, if DM Wireless ever bypasses Preseem in their network (during upgrades/testing), David says his support team instantly knows that Preseem isn't working as they immediately start receiving calls from troubled customers!

"I believe our typical slow-Internet support calls have dropped by at least 20-30% since deploying Preseem in our network."

- David Malave Robles, Owner, DM Wireless

Preseem & VISP.net Empower DM Wireless'
Exceptional Growth in Puerto Rico

LEVERAGING PRESEEM-VISP.NET INTEGRATION TO FUEL GROWTH

The Preseem-VISP.net API integration enables Preseem to keep in sync with changes to customer packages, account status, and equipment so that it is always enforcing speeds and collecting statistics accurately.

This integration ensures that Preseem is always optimizing bandwidth and shaping traffic accurately as per customer speed packages/plan information in VISP.net, for all customers of DM Wireless. This eliminates manual work and mistakes associated with updating plan rates or disconnecting service. Using the information from VISP.net, Preseem can take care of delinquent/non-paying customers automatically as well.

Overall, Preseem and VISP.net's API integration helps DM Wireless to measure and optimize the experience of their subscribers in an easy and effective manner. This ensures that DM Wireless can focus on their core business objectives of growing faster as a business while still keeping customers happy.

"Our support team instantly knows if Preseem is doing an upgrade or something because our phones start ringing! Preseem helps our customers get a great experience so they don't call in to complain."

***- David Malave Robles, Owner, DM Wireless
www.dmwireless.com***

Preseem & VISP.net Empower DM Wireless'
Exceptional Growth in Puerto Rico



Developed exclusively for WISPs, Preseem is a one-of-a-kind networking solution that helps WISPs to measure, analyze, and optimize the quality of experience (QoE) delivered across towers, sectors, and subscribers.

Visit www.preseem.com for more information and 30-day free trial



1-833-733-7336



fb.com/preseem



[@preseem](https://twitter.com/preseem)



Vendor
Member



Streamline, Control, and Grow

Leverage 20-years of ISP billing experience to achieve your definition of success. A modern, scalable billing and automation system is supported by a Success Team that delivers solutions in real-time through a private, secure communications channel.

How important is your success? Visit visp.net for more information



1-541-955-6900



fb.com/visp.net



[@visp_net](https://twitter.com/visp_net)



Vendor
Member