West Central Wireless Leverages BEC Cloud-Based Device Management Platform for their 8,000+ Inventory

CUSTOMER:
West Central Wireless

CHALLENGE:
Provide better tech support for customers use BEC units

SOLUTION:
Leveraging BEC Could Management Platform to Manage unites in the field

PRODUCT:
BECentral

APPLICATION:
Cloud Remote Device Management

MARKET: Telcom

Executive Summary

West Central Wireless is one of the largest rural fixed wireless providers based in San Angelo, Texas, with satellite offices in Brady, Texas. Their cellular services consist of 850 MHz HSPA and GSM networks, along with legacy D-AMPS (TDMA) and CDMA networks. West Central Wireless needed a way to manage all of their 8,000 units on one management platform. BECentral service enablement delivered a platform for West Central Wireless to improve operational efficiencies and optimize service delivery.

The Customer

West Central Wireless is a local mobile phone provider serving Central and West Texas based in San Angelo, Texas, with satellite offices in Brady, Texas. West Central was founded 25 years ago to provide the best cell phone service in west central Texas. Their mission is to provide customers with the best products, services, and solutions helping to make their lives safer and worry free.

Challenges

With over 8,000 assorted BEC units providing high speed broadband wireless Internet to their business and residential clients, West Central Wireless needed a way to remotely monitor those units in the field so that they could provide better technical support, should a problem arise. A centralized management tool that would able to monitor all their clients and devices on one platform and alert them when problems arose from the equipment. Allowing them to simplify device access, streamline and speed up deployment, lower support expenses and maximize the operation efficiency and profitability.

How Product Helped

West Central Wireless deployed BEC's cloud- based management system, BECentral, which enabled them remote real-time access into the routers, for troubleshooting purposes when needed. This greatly reduced their time spent on each support call and reduced technician dispatching, helping them lower their operational cost.

West Central Wireless was able to create a secure and divided client hierarchy within BECentral, enabling repeated revenue opportunities such as client self-service options, reporting, or localized messaging. BECentral allows West Central Wireless to configure backups, upgrade and manage firmware, monitor status and performance, access historical logging and provide diagnostic troubleshooting, all from one access point.

Results

One Remote management impacted their bottom line by supporting efficient support and increasing device uptime. BEC offers US based support out of Dallas, TX, providing on-site backing many times through the service launch to guarantee success during deployment. BECentral provides West Central Wireless with a sophisticated rules engine that can easily be configured to generate custom alerts upon a variety of data conditions. Direct notification, sent via email, SMS txt message, voice call or as pop-up alerts when users log into the Cloud Portal, empowers West Central Wireless to act quickly and efficiently for their many clients.

Conclusion

BEC's Cloud-based LTE Remote Management System allows access to all network devices from a single interface giving the customer the ability to control multiple networks at their fingertips. With BECentral's comprehensive suite of services,

West Central Wireless is able to simplify device access, streamline and speed up deployment, lower support expenses and maximize the operational efficiency and profitability. BEC's products outperform other products and improve quality of services for their customers. Through the deployment of BECentral, West Central Wireless was able to solve all network issues saving time and money.
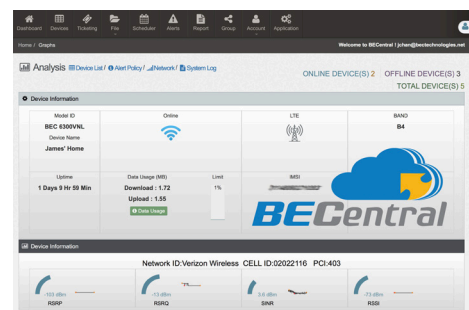
BECentral: Cloud Management Platform

Free Specialist Advice Available

For more information and advice, please call us at 972- 422- 0877 or email our sales team at sales@bectechnologies.net.