CASE STUDY

Mohawk Networks Reduces Unnecessary Truck Rolls by 80% and Delivers Exceptional Subscriber Experience Leveraging the Calix Broadband Platform

Calix

COMPANY
Mohawk Networks

YEAR FOUNDED
2015

COMPANY TYPE
Tribally-Owned Internet Service Provider

WEBSITE
www.mohawk-networks.com

LOCATION
Akwesasne, New York

SERVICES
Internet, Voice, TV, Business

SUBSCRIBERS
1,500+ Residential, 100+ Business

THE CHALLENGE

The Saint Regis Mohawk Tribe established Mohawk Networks after completing a $15 million broadband project that laid 68 miles of fiber with a focus on delivering an exceptional subscriber experience and increasing operational efficiency.

Mohawk Networks, a tribally owned and operated broadband service provider in Akwesasne, New York, connects homes, businesses, and anchor institutions (tribal government program offices, first responder services, and public schools) to reliable, cost-effective broadband, voice, and video services. Mohawk Networks' state-of-the-art fiber broadband network is central to its mission to improve connectivity, increase access to education and healthcare, and strengthen the regional economy.

Mohawk Networks' top priority is delivering an exceptional subscriber experience. They also needed to increase operational efficiency and build new revenue streams to ensure its long-term sustainability.

THE SOLUTION

Mohawk Networks deployed the Calix end-to-end broadband platform, including Intelligent Access, Unlimited Subscriber, and Calix Cloud.

Leveraging intelligence and actionable insights from Calix Cloud, including Service Cloud and Operations Cloud, Mohawk Networks can proactively manage the subscriber experience end-to-end. Service Cloud provides complete visibility into the home network, enabling support teams to anticipate subscriber needs and quickly solve issues, ensuring an exceptional subscriber experience. Operations Cloud empowers the broadband operations team with insights, predictive analytics, and automation—increasing efficiency and optimizing network performance.

> "
> We've been fortunate to have Calix as a committed partner in the delivery of high speed Internet to our community."
>
> **Allyson Mitchell, General Manager**
> **Mohawk Networks**

Mohawk Networks offers residential subscribers a "Total Protection" wholehome managed Wi-Fi service featuring GigaSpire BLAST® systems. Subscribers can self-manage their home internet experience via the Command IQ® mobile app and protect the home network from malicious websites, viruses, and intrusions with ProtectIO®. Subscribers can also add enhanced parental controls using ExperienceIQ®.

Mohawk Networks relies on CommandIQ for its rich subscriber self-service capabilities, including speed testing, resetting Wi-Fi passwords or SSIDs, and setting parental controls. These capabilities reduce inbound support calls and free up resources to focus on other revenue-generating activities.
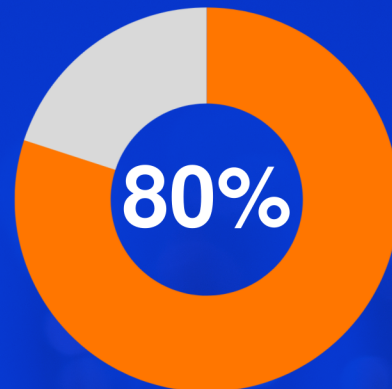
THE RESULTS

The comprehensive Calix broadband platform and SmartLife™ managed services portfolio transformed how Mohawk Networks serves their subscribers. With Calix Cloud, most issues can be troubleshot and resolved remotely, helping cut costly truck rolls by 80 percent and improving subscriber satisfaction.

Improving efficiencies enabled Mohawk Networks to refocus resources on selling revenue-generating services and securing new government contracts to grow the business. In 2021, Mohawk Networks became certified by the United States Small Business Administration as a tribal 8(a) entity and expanded revenue diversification opportunities through government contracting.

Mohawk Networks has injected new vitality into their community and boosted the region's economic prospects-creating new, high-value jobs and investing in building a skilled workforce. By providing reliable, high-speed connectivity, Mohawk Networks has spurred the development of new businesses, keeping jobs—and tribal members—in Akwesasne. Young people have started online ventures selling fashion, art, and traditional medicine to stay in the community and raise their families. By partnering with Calix, Mohawk Networks will continue to grow their business and expand self-reliance for the community of Akwesasne.

Contact us to learn more about leveraging the broadband platform and Calix Cloud to improve your operations.

RESULTS

80%

Reduction in unnecessary truck rolls

8(a)

Certified as a tribal 8(a) entity, expanding revenue diversification

www.

Spurred new business, keeping jobs and youth in Akwesasne