

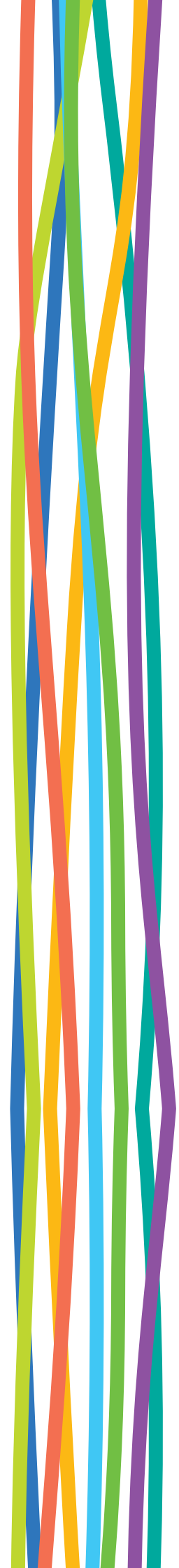


## **Vännäs' experiences of Netadmin**

- a system to grow with

**Vännäs municipality city network, vannas.net, owns and builds open networks that are available on the same terms for all service providers. In Vännäs' network, there is a fiber network with approximately 1.200 customers and a cable TV network with approximately 1.900 customers. Broadband and TV can be distributed in both the fiber and the cable TV networks. The fiber network is located in the cities of Vännäs, Vännäsby, Brån, Strand, Sunnanå, Tväråbäck, Hällfors, Pengfors, Penglund, Pengsjö and Gullbäck.**

As a resident of Vännäs, you will have access to broadband and TV at a fixed cost. The municipality's vision is that at least 95% of all municipal residents and locally-owned companies will have access to solid, functional IT communication by 2020.



Today, vannas.net has three full-time employees using Netadmin on a daily basis and in total they have five people – both internal and external – that have access to the system.

“For us, it was primarily to get control over our addresses, switches and similar. But, as we got to know the system, we discovered the benefits of using the Ticketing and Monitoring capabilities in Netadmin. Overall, you can say that Netadmin is very easy to grow with as your needs change. We now have good control of the addresses as well as good control over customers’ orders. We also have good control of the network and our equipment,” says Roger Fagerdal, Broadband Manager Vännäs municipality.

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“Although it’s quick to install, set up and fill the system, we choose to take a long time to introduce the system into our operation,” Roger continues. “Initially, there was some work to get addresses and equipment to work as we wanted in the system, something that is now only natural and small part of the operations of the system. Even if it’s inevitable, and that you are responsible for the quality of data, you can shorten the time with some extra consultation time. I guess that you, with some extra help of Netadmin’s consultants, can be up and running with the system within three months.”

“For us as a region with several small city networks there’s a challenge to attract service providers and to get control at the region’s nodes in the various networks. If we could agree on a common platform, it would make it easier for service providers and for us to offer better services to our customers.”

**Web:** Vannas.net  
**Customers:** Ca 1200

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