

CASE STUDY:
PS Lightwave Provides School District With 99.9% Fiber Uptime With Responsive, Reliable Customer Support



PS Lightwave monitors and maintains primary and secondary fiber routes that connect all 50,000 students in 30 elementary, 10 middle, and 5 high schools for Humble Independent School District.

PS Lightwave is one of only two ISPs working with Humble ISD and is tasked with keeping their campuses and data centers connected through ongoing construction projects that inevitably create fiber line damage as a result of contractor error. Humble ISD's IT staff leans on PS Lightwave to know before the district does when an outage occurs thanks to line monitoring. PS Lightwave always has a backup ready to launch and immediately when needed.

We weren't happy with the service we were getting – or, should I say, the lack of service we were getting. We needed a provider that would step up to the plate when things went haywire and quickly help us get back on track to keep our campuses connected.

– **Johnny Glenn**, Humble ISD IT Director

The Challenge:

Keeping 45 schools and 50,000 students, faculty, and staff connected via fiber is an endeavor Humble ISD needed the right provider to tackle.

The district needed a reliable partner that could keep them connected despite multiple incidents of fiber cables being accidentally cut by construction teams during expansion projects. Humble ISD wasn't pleased with their former provider's response times and were looking for a partner that would provide fast, reliable customer service and support when needed.

Some of the issues Humble ISD faced included:

- Construction accidents that resulted in cut fiber lines across their 45 campuses
- Slow connectivity for students and staff
- Expensive fiber installations
- Slow incident response times

The Action:

Mr. Glenn had worked with PS Lightwave at another school district prior to him moving to Humble ISD, so he had first-hand knowledge of their experience and capabilities.

PS Lightwave's engineers studied Humble ISD's fiber route map layouts and expansion plans to formulate a connectivity plan that would ultimately keep them connected and/or get them back up and running if a construction-related accident severed their fiber lines.

PS Lightwave's knowledge of our fiber maps sometimes exceeds my own. We can rest easy knowing unexpected interruptions will be handled quickly and expertly.

– Johnny Glenn, Humble ISD IT Director



PS Lightwave is easy to work with. They offer our district true regional expertise and phenomenal response times.

– Johnny Glenn, Humble ISD IT Director

The Result:

Thanks to the capabilities of PS Lightwave, Humble ISD now has reliable fiber with 99.9% uptime for all 45 schools and data centers, backed by expert, responsive customer service through their local, Houston-based NOC. Additionally, here are a few other benefits Humble ISD gained working with PS Lightwave:

- ✓ Knowledgeable engineers available 7 days a week
- ✓ Accurate mapping for future expansion planning
- ✓ 24/7 local network monitoring
- ✓ Reliable high speed Internet for all 45 campuses
- ✓ Affordable fiber installations