

Case Study

Vyve Broadband

Number of Power Telematics Monitors: 80+



As a broadband service provider, Vyve Broadband depends on reliable power to maintain uninterrupted connectivity for customers across its service footprint. Backup generators are essential to keeping networks operational during outages. With frequent power disruptions in some service areas, dependable standby power is a critical component of their infrastructure strategy.

CHALLENGE

Prior to implementing generator monitoring, Vyve encountered a situation where a battery failure prevented a generator from starting during an outage. With no immediate notification, battery backup systems eventually depleted, resulting in loss of power at a service location and potential disruption to customers.

In addition, the company relied on manual generator checks every 30 days, creating a visibility gap between service intervals.

SOLUTION

To gain continuous insight into generator health and readiness, Vyve Broadband deployed Power Telematics monitoring across its generators. The team now receives automated notifications including:

- Weekly exercise confirmations
- Utility power loss alerts
- Alarm notifications and status updates

EARLY DETECTION AND PREVENTED SERVICE INTERRUPTIONS

The monitoring system quickly demonstrated value when Vyve experienced a mechanical generator issue. Because alerts were received in real time, the company was able to diagnose and repair the problem before a power event occurred—preventing potential downtime at a service location.

This proactive response capability helped ensure network reliability and reduced the risk of unexpected outages affecting customers.

“I would recommend Power Telematics specifically for the detailed installation guidance and customer support when there is an issue or question.”

- Jordan Wildeman, Senior Director, Access & CPE Engineering