ZYXEL
COMMUNICATIONS

wilhelm.tel Provides Award-Winning Fiber-to-the-Home Connectivity

Main Challenge

wilhelm.tel wanted to provide households across Hamburg and Schleswig-Holstein with the best fiber connections to enable high-bandwidth, low-latency connectivity.

As part of this project, wilhelm.tel needed to upgrade its existing fiber backbone network to provide a wider television portfolio, especially for foreign languages, and offer higher bandwidth and lower latency connections.

When looking for a manufacturer to support the deployment, wilhelm.tel wanted an organization with extensive support and powerful hardware and software that provides excellent value. They also needed a manufacturer with a complete end-to-end solution to supply fiber from the central port all the way to the customer. After meeting all the requirements, wilhelm.tel selected Zyxel Communications and BMAnetworks (a member of the Dierck-Group) as partners. As a long-standing supplier to wilhelm.tel, BMAnetworks was selected on the basis of price and performance. BMAnetworks is also one of the largest and most experienced Zyxel partners, with clear knowledge of wilhelm.tel's best interests. The partner ultimately provided additional first-level support and fulfilled all product deliveries from Zyxel Communications.

Solution

Zyxel Communications provided wilhelm.tel with comprehensive end-to-end solutions, from central port to the customer, and successfully helped wilhelm.tel expand its fiber infrastructure by replacing each building's copper cables with fiber optics for true fiber-to-the-home (FTTH) connections.

Main Story

Zyxel, BMAnetworks and wilhelm.tel have worked together for nearly 18 years, expanding the wilhelm.tel network across nearly 210,000 homes in Hamburg and Schleswig-Holstein. Most recently, Zyxel and BMAnetworks managed a three-year deployment of fiber-to-the-home (FTTH) connections across 130,000 households in Hamburg, allowing them to access wilhelm.tel's fastest available ethernet speeds.

The installation provided a major service upgrade to the speed of active ethernet for an even more powerful internet experience. Before Zyxel's fiber-to-the-building (FTTB) installation, residents only had access to asymmetric digital subscriber lines for a maximum of 100 Mbps download speeds and 40 Mbps upload speeds.

Throughout the engagement, Zyxel has been a proactive and responsive partner. Whenever wilhelm.tel provided a feature request, Zyxel quickly fulfilled it and fully developed individual software within different project-specific requirements. Zyxel's products performed in real situations exactly as simulated in Zyxel's laboratory.

Success | Result

The joint effort resulted in full fiber-to-the-home connections for maximum bandwidth capabilities. The fiber networks extend from the central office to each individual unit and room. Subscriber download speeds increased from 100 Mbps to 1 Gbps. As a result, PC Magazin named wilhelm.tel the best provider in both the Hamburg and Schleswig-Holstein region with an "outstanding" rating in 2022.

> **"** We can look back at years of successful cooperation with Zyxel and BMAnetworks, especially in the chassis product segment and in customer and technical support. Together, our companies built a solid foundation and relationship, which is why we were confident in Zyxel's ability to upgrade and extend our fiber connections to each subscriber's household."
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> **- Nicolas Fahl, Chief Information Officer (CIO) wilhelm.tel.**

wilhelm.tel

Founded in 1999 as a 100 percent subsidiary of Stadtwerke Norderstedt, wilhelm.tel GmbH is regarded nationwide as a pioneer among operators of high-performance fiber optic networks. As a full-service provider, it supplies large parts of northern Germany with cable TV, Internet, telephony and mobile communications. wilhelm.tel is aimed at private customers as well as business customers.

BMA networks

BMAnetworks is a regional system integrator and distributor based in Hamburg. As a full-service integrator and distributor, BMAnetworks supplies large parts of northern Germany with IT hardware and integration services aimed at Internet Service Providers as well as business customers.

Product Solution

Zyxel's IES5200 Series of Temperature-Hardened Chassis MSAN supports access to VDSL2, GPON and fiber-based GbE services and all service slots work with any service line cards. With the FTTH installations, the previous 100 Mbps FTTB download speeds are increased to over one gigabit per second (Gbps), and the network can potentially be upgraded for speeds reaching up to 10 Gbps.

Contact your local Zyxel Communications sales contact
or reach out to us at isp@zyxel.eu for more information.