



Powering ideas.

**“Now with enVision and Axess Elite, we can identify issues, initiate remote reboots, and establish an order of operations for recurring system shut down and restart.”**

- Dana Barron  
CEO, HB Communications

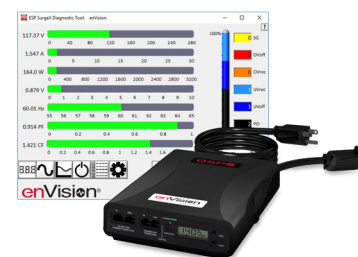
## Power Management Solutions Help HB Communications Become More Profitable and Service Customers at a Higher Level

### The Challenge

“HB Communications’ business involves management of our clients’ AV equipment and UC infrastructure but before we get any system set up it is important for us – and our clients - to understand the power environment their systems will be working on.”

### The Solution

“The enVision product from SurgeX has been the perfect solution for this need, to the point that we have started including it in HB Communications’ managed service offerings. Prior to install of AV or UC systems we’ll run the enVision at our client’s site to make sure the power environment is solid and to establish a baseline. Then, once the client’s system is up and running, enVision allows us to remotely identify and troubleshoot issues from our Networks Ops Center, which we use to monitor and provision client sites across the region.”



“While the enVision monitors the power environments of these sites, the Axess Elite functionality from SurgeX allows us to enter into these systems and manage workflows of all the technologies operating on them. Prior to adopting these products from SurgeX, we really didn’t have a particular power management platform at all, and we were used to dealing with lots of non-networked, non-controllable systems. Now with enVision and Axess Elite, we can identify issues, initiate remote reboots, and establish an order of operations for recurring system shut down and restart.”

### The Results

“These tools become incredibly useful when it is not immediately obvious what issue the customers is facing. Rolling a truck is a last result as doing so expends a high volume of resources, including time to our business and cost to the customer. Through the unique combination of enVision and the Axess Elite from SurgeX, we’re able to detect proactive alerts, escalate those through tiers of support, remotely troubleshoot and then dispatch if absolutely needed. In many cases, we’re able to solve problems via a 20 second reboot leveraging the NOC vs. a 2 hour truck roll which permits our business to be more profitable while providing unparalleled level of service to our customers.”