Blue Stream fiber

CASE STUDY:

Successful Internet Transition for a 5,000 Home 55+ Community with Blue Stream Fiber



Introduction

Solivita, a 5,000-home community in Kissimmee, Florida, faced ongoing issues with its previous internet provider, including unreliable service and poor customer support. Slow response times and frequent outages disrupted residents' daily lives, while inconsistent speeds during peak hours further fueled frustration. Long hold times and delays for in-home service compounded the problem, and outdated infrastructure couldn't keep up with the growing demand for high-speed internet and video.

Challenges

The community's management recognized the urgent need for a more reliable service provider but faced significant concerns regarding the transition, including:

Community Appearance:

As a well-maintained and aesthetically pleasing community, Solivita residents take pride in their surroundings. Any disruption throughout the construction and transition process would cause a large issue.

Demographics:

As a 55+ community, many residents were understandably cautious about changes to their internet service, wanting reassurance that the transition would be simple and seamless.

Scale of Transition:

With 5,000+ homes, coordinating a smooth and efficient changeover posed logistical challenges, requiring meticulous planning and execution.

Solution: Blue Stream Fiber's fiber Infrastructure and a tailored transition program

After extensive research, the Solivita board decided to partner with Blue Stream Fiber to implement a fiber network and custom bulk service package to satisfy the whole community's needs. This included **1 Gig x 1 Gig internet service, Total Home WiFi with Mesh WiFi pods, ensuring every device has the absolute best signal and that homes have wall-to-wall coverage, and Blue Stream Fibber TV service powered by award winning TiVo with 200+ TV channels.**

Blue Stream Fiber

Blue Stream Fiber was selected for its proven expertise in delivering large-scale community transitions with a white-glove approach that minimizes disruption and maximizes resident satisfaction. The project plan included upgrading the community's infrastructure to cutting-edge fiber-optic technology and installing premium equipment in every home. Just as importantly, Blue Stream Fiber placed a strong emphasis on resident education—providing clear communication, hands-on support, and a comprehensive onboarding program to ensure every homeowner experienced a smooth transition, effortless service registration, and confidence in their new services.

Implementation Process

1. **Community Assessment and Signing**: A thorough assessment of the community's existing infrastructure and needs was conducted to develop a tailored implementation plan.

2. **Enhanced Service and Support Throughout the Project:** Immediately upon signing the agreement with Solivita, a dedicated team was assigned to manage the project. This team, comprising professionals across all departments, facilitated various community events. The engineering department conducted on-site meetings and walk-throughs to ensure residents were comfortable with the new technology at every stage.

3. **Construction:** Blue Stream Fiber installed state-of-the-art fiber-optic cables throughout the community, ensuring that each household had access to high-speed internet. The construction was carefully phased to minimize disruption and ensure immediate restoration of affected areas before moving on to the next phase.



Ongoing Construction Work:

Exciting news, we are beginning work in **Phases 4 & 5.**

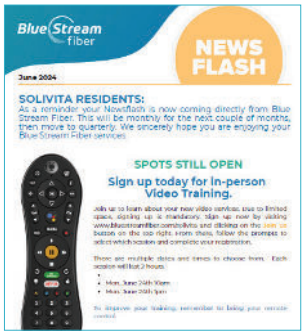
- Construction continues in Vestrella, Terra Vista, Capri, Candlewood, Flora Vista, Treviso, Rainbow Lakes, Portofino, Volare, Alta Vista, and Vizcaya.
- Construction continues down San Clemente Ave. from Jasmine Creek Rd. to Cypress Parkway.
- Construction begins in Verona
- Premise boxes are being added in Portofino, Vittoria, Vestrella, Capri, Candlewood, Terra Vista and Flora Vista.
- Locates continue in Terra Vista, Vizcaya, Volare, Alta Vista, Mira Vista, and Verona.

For Solivita's *urgent* construction support, please call Blue Stream Fiber at 407-743-5288.

Implementation Process

4. Registration: Blue Stream Fiber adopted a phased approach, offering in-person registration events at times convenient for residents. The team also conducted outbound calls and launched a multi-channel marketing campaign to ensure residents were informed at every step. Collaboration with the Solivita community was key, utilizing weekly newsletters, emails, town hall sessions, and education events to facilitate a smooth registration process.

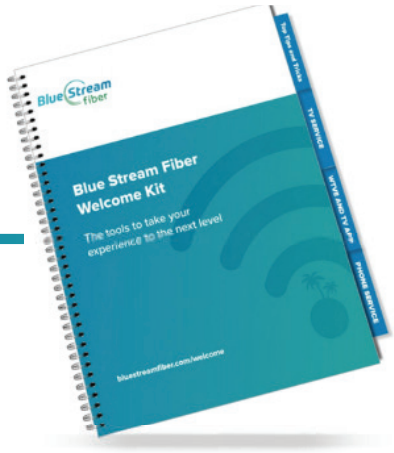






5. Installation: To ensure a seamless transition, Blue Stream Fiber brought in additional staff and closely monitored installation schedules to meet the demand. Leadership was on-site to oversee quality control, ensuring that installations were performed to the highest standard.





6. Resident Education: Informational sessions and materials were provided to educate residents on the benefits and use of the new fiber internet service. Additionally, resources came in the format of custom newsletters, how-to guides, and step-by-step videos that residents could refer back to as they had questions exploring these services following their installation. This comprehensive education program was crucial in helping residents feel confident and comfortable with the new technology.

Benefits Realized

ENHANCED PUBLIC AREAS

Over 40 public areas and amenities within Solivita were upgraded to include WiFi service, creating a truly connected community experience.

METHODICAL CONSTRUCTION PROCESS

The construction was conducted in a phased manner, ensuring immediate restoration of each area before proceeding to the next, minimizing disruption. Construction was completed perfectly on time.

HIGH RESIDENT ADOPTION

The new services were well-received, with a high adoption rate among residents. The community reported a significant increase in resident satisfaction, as evidenced by a 4.9 customer satisfaction score.

CONSISTENT HIGH SPEEDS AND 99.9% UPTIME

The new fiber internet service provided consistent speeds of up to 1 Gbps, even during peak usage times, significantly improving the online experience for all residents.

FUTURE-PROOF TECHNOLOGY

Solivita now boasts a future-proof internet infrastructure capable of supporting new technologies and increased data usage. The availability of high-speed fiber internet has also become a key selling point, contributing to a noticeable increase in property values within the community.

COST SAVINGS

The bulk agreement resulted in substantial cost savings for the community, including a significant reduction in the overall budget. Additionally, residents enjoy a package that is approximately 50% less expensive than if they had opted for similar services individually.

ON-TIME SERVICE DELIVERY

Despite the complexities of the project, all residents were successfully installed by the target date, even accounting for seasonal variations and differing registration and installation needs.

> My experience with Blue Stream Fiber has been great. I was initially worried that I'd have a hard time getting accustomed to these new services, but the transition was easy. The technician took his time walking me through the services and their team has been available to provide support. Blue Stream Fiber did a great job bringing their services to our community. The construction was done in phases and cleaned up almost immediately, causing minimal to no disruptions in our community.
>
> **- BOB M, COMMUNICATIONS CHAIR & BOARD MEMBER**

Conclusion

The successful launch in Solivita underscores the importance of selecting a provider that offers superior service and understands the unique needs of a community. With the ever-growing reliance on technology, it is evident that fiber internet is now a necessary amenity for all communities. While the task of transitioning to a new provider and building fiber infrastructure may seem daunting, it can be managed smoothly and is undoubtedly worthwhile. This case study highlights the value of reliability, excellent customer support, and meticulous planning in large-scale service transitions, especially within sensitive and closely-knit communities.

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