

CUSTOMER CASE STUDY

Elauwit Connection

Elauwit Connection is a managed service provider offering high-speed internet services to hundreds of apartment buildings across 20 US states, serving more than 20,000 units.

25%+
Telecom Cost Savings

60%+
Time Savings on Quoting, Installs,
and Lifecycle Management

Significantly
More Scalable
Operating Model

CHALLENGES



Aggressive Scaling Yields Challenges

Elauwit had an aggressive growth plan with a very lean staff, needing to source and install dozens of circuits quarterly with only a few team members available for oversight.



Quoting / Implementation Pains

Elauwit's workflows for quoting and network evaluation were extremely painful and manual, and Elauwit faced the standard implementation difficulties working with ISPs. Unfortunately, their circuit broker wasn't very helpful either.



Lack of Lifecycle Management Focus

Given Elauwit's lean team and focus on growth, they maintained an inadequate circuit inventory and paid little attention to renewals or misbillings.

RESULTS



Automated Circuit Procurement

Lightyear's automated, data-driven bidding process and intuitive interface optimized Elauwit's circuit sourcing, enabling faster, more exhaustive bidding and exceptional pricing.



Materially Improved Implementations

Elauwit leveraged Lightyear's Installation Project Manager to track and manage ongoing circuit installations issues, utilizing Lightyear's team for escalations where necessary.



Lifecycle Management on Autopilot

Lightyear's Network Inventory Manager provided the Elauwit team with comprehensive support throughout the entire telecom lifecycle, automating the tracking of inventory details and tasks like MACDs or renewal processing.



"[Lightyear has] a great understanding of the front-end process, like securing the right circuit, whether it's point-to-point or a dedicated Internet solution. Many brokers and groups stop there and only focus on getting the contract. What sets Lightyear apart is the grasp of back-end operations, including portal management and inventory control, which helps us effectively manage circuits holistically. Lightyear's approach is much more comprehensive."

– Taylor Jones, CTO - Elauwit Connection