# Zzoomm selects Netadmin to ensure further automation of its end-to-end customer journey.

Netadmin, a key provider of software purposely built for fiber network operators, has today announced that it had been selected by UK altnet Zzoomm in connection with continuous investments to deliver a world-class customer experience.

As a full-fiber broadband provider with plans to bring its Full Fibre network to 1 million UK premises in 85 towns, Zzoomm aims to enhance its IT systems landscape and create an even higher degree of automation around service provisioning and service assurance to deliver a seamless customer experience.

The Zzoomm team opted for a purpose-built software application which included BSS and OSS modules to enable a full-fiber business to further digitise processes for order capture, subscriber onboarding, and the provisioning and monitoring of services. Creating more automation around billing and ticketing for customer care is also a critical part of the project.

A key set of requirements involved comprehensive experience and knowledge by the vendor with an open-access business model to meet Zzoomm's need to deploy a system which is inherently wholesale-ready. The Netadmin solution thus includes an off-the-shelf Service Provider Portal along with a well-structured and open API to facilitate integrations and cooperation with small and large retail service providers.

" Zzoomm has an ambitious growth plan and is an incredible team to work with, and Netadmin is proud to have been selected as their OSS/BSS partner for this exciting project. Helping operators fully digitise the customer journey in vertically integrated and wholesale businesses is what we do best."

/Ulf Lindberg, CEO Netadmin Systems.

"We set out to find a scalable software tool to strengthen our ability to deliver against stimulating and inspiring build and uptake goals. Out-of-the-box features specific for the fiber business coupled with credible experience with quick implementations were critical elements in our decision. Native system support for the wholesale business was also especially important as it fits well with our long-term strategy. After our evaluation process, Netadmin became the obvious choice for Zzoomm. Our goal is to serve happy customers and Netadmin will help us get there."

/Rich Shaw, Engineering Director of Zzoomm.

## About Netadmin

Netadmin Systems enables positive digital experiences for the world's internet users by supplying essential software for open access fiber operators. As a vertical software company, Netadmin is creating purpose-built solutions based on their product Netadmin Nine supporting fiber operators on their journey of building, operating, and monetizing fiber networks.

To learn more: Visit netadminsystems.com.

## About Zzoomm

Zzoomm is expanding this Full Fibre service to market towns across the UK with ambitions to pass 1 million properties over the next five years. Zzoomm completed the build of its first town Henley-on-Thames, in 2020 and has since started construction in Hereford, Thirsk, Cannock, Crewe, Sandhurst, Crowthorne, Northallerton, and Easingwold.

Full Fibre networks run fiber cables directly into each home and business they serve. Zzoomm's Full Fibre broadband service provides next-generation multi-gigabit speeds of up to 10Gbps (10,000Mbps). Zzoomm's services start at £33 per month, including VAT for 150Mbps symmetric home broadband. Business services start at £39 per month ex VAT. Zzoomm also delivers Enterprise services over dedicated fiber connections for larger businesses.

To learn more: Visit zzoomm.com