



## XIT eLation Case Study – An OSS Conversion at the start of a Pandemic

### Dream Job

For Allen Hyer, his dream job when growing up was to be a software engineer, he never imagined a career like his father's as an executive in the telecommunications industry. Hyer grew up in Hereford Texas, where his father Thomas was the General Manager at West Texas Rural Telephone. Little did Hyer know that years later he too would lead a rural Texas telecommunications company, but would be doing it during a global pandemic, while at the same time navigating an OSS billing conversion.

Joining XIT Communications as General Manager in 2019 in Dalhart Texas, Hyer found himself just 100 miles north of his hometown. Right away Hyer was given the task of selecting a new billing vendor and said he chose the Innovative Systems eLation™ OSS for two reasons, a solid product with features needed to keep up with the changing industry, and Innovative's track record of reliability and support with other solutions like the APMAX™ voice platform. Hyer was familiar with Innovative Systems because his previous employer, managed by his father, was one of their vendors. Hyer started at WTRT as a software engineer, and his father joked about how someday their two worlds would collide. Twenty+ years later they did, when Hyer took the position as General Manager at XIT, a company that his father had managed in the 1970's.

### Timely OSS Conversion for XIT

During their final conversion to eLation in February, rumors of a Novel Corona Virus were starting to float around. Fresh off of eLation training, the XIT staff could now manage service orders, trouble tickets, and locate from their mobile devices, little did they know that a month later this would be a workflow pivot that was life-changing and possibly life-saving. By reducing employee/customer touch points with the new system, Hyer says it is troubling to think what life would have been like had they not completed their conversion when they did.

Hyer believes his background in software development was a huge advantage in not only choosing the right OSS vendor, but also in leading XIT through the conversion process. Hyer says it is important to have a proper perspective and attitude, and he used his understanding of software implementation to help navigate the XIT team through the process. Hyer was very pleased with how everything was handled by Innovative Systems and felt it was as smooth of a conversion as he has seen.



*XIT General Manager - Allen Hyer*

#### About XIT

- Established in 1951
- Serving 3 Counties in the NW Texas Panhandle
- Completed Fiber-to-the-Home in 2016 to XIT Rural Telephone Markets
- Provider of Voice, Video, and Internet
- Upgraded IPTV to Innovative Systems solution in 2019
- Conversion completed to eLation OSS in February 2020





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### Lessons Learned

Hyer offers advice to other companies to trust their billing vendors like Innovative, and recognize that their processes are based on years of experience helping other telecoms just like yours. Saying, “That is not the way we have always done it”, is not a good excuse according to Hyer.

### Advice for OSS Shoppers

For companies out there who are looking at new billing vendors, Hyer says while the software functionality is important, the people behind the software that provide the support is the most important thing. He encourages companies looking for new billing systems to ask questions about how they are going to support the product after the sale, and don't be afraid to ask for multiple references.

Having a dedicated support team that has been in your building, who conducted the training, and who has first-hand knowledge of your company is a game changer. Hyer is a software guy, but at the end of the day it is still people that make it happen, and Innovative Systems has not let them down.



*Corporate Offices - Mitchell SD*

### About Innovative Systems

Innovative Systems is a leading vendor of solutions for North American communications and utility providers with over 800 deployed systems.

The eLation™, BSS/OSS solution, includes integrated billing, provisioning, Mobile apps, financials, and mapping.

MG-TV is a one-platform approach to video solutions such as Middleware, VOD, Cloud DVR, Restart TV, HLS Live Streaming, Conditional Access, and set-top boxes.

The APMAX™ platform provides enhanced voice and hosted business solutions.

The Innovative Systems Print Division is a full-service printing company specializing in print services for the telecommunications and utilities industries. For more information, visit,

[www.innovsys.com](http://www.innovsys.com)