

A photograph of a man with a beard and dark hair, wearing a blue button-down shirt, sitting at a desk and working on a laptop. He is looking at the screen with a focused expression. The background shows a modern office environment with shelves and plants.

Calix Success Education

In today's increasingly competitive market, broadband service providers (BSPs) must constantly find new ways to innovate and evolve. You need to deploy the most advanced networks, offer exciting new services, and ensure service excellence with every interaction.

To deliver on this, it's essential that your entire organization is up-to-speed on the latest technologies, implementing industry best practices, and building skills for the future. A well-trained team can give you the competitive edge—an advantage measured in higher revenue, greater efficiency, increased subscriber satisfaction, lower churn, and higher employee retention.

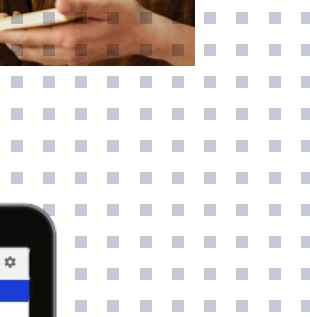
WHY INVEST IN EDUCATION

Research shows that when companies invest in education, the vast majority—96 percent—see a positive ROI or break even on their education initiatives.ⁱ Additionally, formalized education programs drive a 26.2 percent increase in customer satisfaction rates and a 7.2 percent decrease in annual support costs.ⁱⁱ



Overview

An integral element of Calix Success, Success Education delivers world-class training and certification programs. Anchored by Calix University, Success Education provides a full range of flexible and customized learning solutions. Options include online courses, instructor-led classes, and on-site training to suit individual learning styles and preferences. Success Education can help you and your entire organization learn new skills, update existing knowledge, attain credible certifications, and advance careers.





Success Education programs include:

SOLUTIONS ACADEMY

Transform your journey to mastery over the Calix Broadband Platform into an adventure of discovery. Our tailored training propels you swiftly towards expertise in access, premises, and cloud solutions. With expertly crafted learning paths designed for specific roles, we eliminate the guesswork from your educational experience. Choose from nearly 100 courses and elevate your credentials with professional certification options that highlight your skills. Whether you opt for a company-wide subscription for Intelligent Access EDGE and Revenue EDGE or an individual plan covering the entire Calix portfolio, we're here to guide you every step of the way, ensuring you and your team are equipped to excel and impress.

BROADBAND ACADEMY

A self-guided, online curriculum available free of charge, Broadband Academy helps business and community leaders navigate the process of building a successful broadband business. Lessons cover the fundamentals of funding, planning, deploying, marketing, and operating a broadband network. Unique in the industry, Broadband Academy offers courses designed specifically for tribal communities and electric cooperatives.

WORKFORCE TRANSFORMATION

It's estimated that the industry will require more than 205,000 additional employees over the next several years as unprecedented funding fuels broadband expansion.ⁱⁱⁱ Bridging the current skills gap by increasing awareness and access to careers in broadband is vital to BSPs' long-term success. Our Workforce Transformation Playbook supports BSPs with the practical, evidence-based strategies and actionable instruction they need to find, upskill, retain, and scale their teams.

ON-DEMAND RESOURCES

Calix offers a vast array of on-demand resources to help BSPs build skills and knowledge at their own pace. Every Calix BSP customer can take advantage of:

Calix Community: Explore knowledge base articles, discussion forums, and learn from over 10,000 colleagues in the broadband industry.

TAC TV: Leverage hundreds of how-to videos created by technical experts on popular technical, configuration, and troubleshooting topics.

Virtual Engagements: Learn from Calix subject matter experts and peers through Circles of Success best practice groups, office hours, and webinars.

Cybersecurity Awareness: Build your knowledge and keep your communities safe with introductory cybersecurity courses delivered in partnership with the Cybersecurity and Infrastructure Security Agency (CISA).

Workforce Transformation: Foster your team for future success with the Workforce Transformation eLearning course and self-assessment, curated certifications, educational content, and "Broadband in Action" role-playing activity, plus a preview of the Workforce Transformation Playbook.

Business Insights: Explore how to use a data-driven approach to better understand your business, including running Net Promoter ScoreSM (NPS®) surveys.





Success Education Benefits

Success Education empowers BSPs to transform the subscriber experience and drive better business outcomes. Service providers that partner with Success Education achieve measurable benefits across their business, including:

- Faster time to market and higher productivity
- Greater operational efficiency and fewer support escalations
- Better subscriber engagement and higher subscriber satisfaction
- Increased team confidence and higher employee retention

Beyond enhancing employee knowledge and skills, BSPs that participate in Success Education training for cybersecurity awareness and workforce development can secure up to 25 percent more funding through federal grant programs.

Hargray Communications Cuts Installation Time by 50 Percent and Boosts Efficiency

Hargray Communications took advantage of the Intelligent Access EDGE enterprise eLearning subscription to train technicians on provisioning, turn-up, and testing of new nodes and new rings. Armed with new knowledge and confidence, technicians could turn up new systems without assistance, enabling Hargray to cut installation hours per node by 50 percent. Network engineers were freed up to perform other critical design tasks, boosting productivity further. The training also empowered technicians to better identify and resolve problems on their own, reducing the number of trouble escalations and driving increased operational efficiencies.

SC Broadband Accelerates Wi-Fi Rollout and Increases Subscriber Satisfaction

Ahead of their Wi-Fi service launch, SC Broadband turned to Success Education to help subscriber-facing team members in field operations, customer support, engineering, and marketing ramp up quickly. The Education team established learning plans and curated relevant courses, videos, and other resources for each job role. Sixty-four team members completed 140 courses and downloaded and studied over 840 videos, product guides and job aids in less than eight weeks. Thanks to the training, SC Broadband turned up subscribers at a rate of over 100 homes and businesses per week—a 332 percent jump in the number of GigaSpire systems deployed by the company's service delivery teams.

***Learn how Success Education
can help you achieve your goals—
schedule a consult today.***





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i Intellum and Forrester Consulting, "Drive Business Success Through Customer Education," thoughtleadership.forrester.com/go/intellum/customer_education_ebook/

ii Intellum and Forrester Consulting, "Drive Business Success Through Customer Education," thoughtleadership.forrester.com/go/intellum/customer_education_ebook/

iii Fiber Broadband Association, "Broadband Workforce Development Guidebook," fiberbroadband.org/resources/broadband-workforce-development-guidebook/

