

BRESAT



Broadband extension in Tuscany region Italy

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Case Study of Satellite Broadband Aggregation Scheme and Lessons Learned

The aim of this presentation is to capture the experiences of implementing satellite broadband schemes from regions which have already implemented such schemes, identifying good approaches that worked well, poor approaches that didn't work well and identifying the lessons that can be learned.

Presentations may be posted of the EC Broadband Portal





Objective of the Scheme

What was the objective of the scheme?

To extend the broadband network of the Tuscany Regional Authority to link the mountain communities and the small local councils in the region not reached by xDSL broadband services.

Who were the target end-users?

Town hall, local regional offices, public security offices.

Was the Scheme Specifically for Satellite or did it Include Other Forms of Broadband?

The scheme was studied only for satellite connections





Key Decision Makers

Who were the key sponsors of the scheme?

Regional Government, Infrastructure and information technology department.

Were there any other influencers?

No other influencers





Funding of the Scheme

How was the scheme funded?

The scheme was founded by the Regional Tuscany Government and partially by the Local Government.

What was funded?

Local Government bought the CPE and paid for the installation, Regional Government paid for the bandwidth.

What was the approximate cost to the government?

Euro 1M€ for 3 years, extended for other 3 years to a total of 6 years.





Project Timescales & Take-up

What were the dates for the scheme?

The Scheme started in 2005.

How long did the scheme run for?

It ran for 6 Years.

How many end-users were anticipated and how many actually participated?

There were 120 local governments announced that could participate in the project, 80 of them used the service.





The End-User Service

What service was provided to the end-user?

The users has two profiles available:
1024/512 Flat and 640/256 Flat

What technology was it based on?

Ku band

What was the cost to the end-user?

The satellite device and installation for 3.500€, the service fee was paid by the Regional Government for 3 years

Was there an SLA?

The Installation Sla was 5 working days after the formal request. Repair in case of fault in 8 Working Hours.





The Approach to Aggregation

Who were the operators involved?

Satellite operator, service provider, system integrator.

What did they provide?

The satellite operator provide satellite bandwidth, the service provider the landline/backbone terrestrial infrastructure, the system integrator the project and installation planning and maintenance.

Were there others involved in the overall project?

Local Installers





Outcomes of the Scheme

Did the scheme achieve its objectives?

Yes, with this scheme the local government offices in digital divide areas have been able to use their satellite broadband connection for e-government and other services until they has been covered by terrestrial services.

Approximately how many end-users actually took up the service and were implemented?

80 Local Government Offices

Is the service still operating?

No





What Worked Well

What was most successful about the scheme?

Service availability, fast installation, easy integration in the existing local network, profiling of the service on the exact number of users connected, organization of the installer with adequate spare parts to keep the SLA.





What Didn't Work Well

What was least successful about the scheme?

Installation problems in some historical building (needed permission), some congestion of the bandwidth in the early hours, all the offices opened at the same time so there was a connection peak, implementation of QoS vor voip/video services.

What would you suggest doing to change it?

New satellite hub and Ka Sat service are now capable of a better optimization of the bandwidth as well as better control of the traffic.





Key Lessons Learned

What were the most important lessons learnt from the case study?

A affordable broadband connection is mandatory for local government offices, the maintenance staff need to be well prepared to easily restore the connection.

What changes would you recommend in future schemes?

The Scheme worked well; the sharing of the costs between local and central government was ideal for this case, but it could not be considered as a standard procedure because it depends on several factors such as the Government organization, funding rules etc.

What approach would you recommend in future?

This service was assigned by tender.





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