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## **Plateau Continues Legacy of Innovation with Servato Deployment**

*Plateau Utilizes Servato Solutions to Ensure Network Reliability During Recent “Bomb Cyclone”*

**CLOVIS, NM and NEW ORLEANS, LA – July 18<sup>th</sup>, 2019** – Plateau first brought telephone service to eastern New Mexico over six decades ago, with farmers and ranchers in mind. Over 5,600 miles of fiber later, Plateau continues to push the edge of innovation with their launch of broadband service to almost all their operating areas and most recently with the deployment of Servato technology throughout their communications network. Servato’s service assurance platform effectively checks the pulse of their backup power network to help guarantee that their broadband network is “always on”.

Plateau’s network covers approximately 25,000 square miles in New Mexico and West Texas. Managing such a broadly distributed and rural network is a challenging task, especially when disaster strikes. The recent “bomb cyclone” storm that swept across the southwestern United States destroyed infrastructure and knocked out commercial power throughout the Plateau service area. Plateau knew better than anyone what the health of their backup power network was before, during, and after the event. Health metrics of every individual battery provided by Servato gave foresight into how much backup power remained to power Plateau’s network until commercial power was restored. Servato’s patent-pending battery fuel gauge provided a highly accurate estimate of time remaining at the sites before battery power was depleted. This allowed for efficient generator usage to keep the communications network powered throughout the weather event. Afterwards, Plateau technicians were able to remotely visualize their network using Servato’s ActiView® dashboard, enabling them to understand which locations needed more attention from a commercial power perspective and what sites may need additional backup power for future weather events. Plateau plans to continue to invest in equipping sites with Servato’s market leading innovation.

“We have been looking at battery management systems for a number of years now and Servato’s solutions really stand out from the pack,” says Jason Gonzales – Service Area Manager at Plateau. “Servato’s ability to improve network reliability, streamline network maintenance, and reduce costly site visits has allowed us to focus more on our customers.”

Servato streamlines DC power maintenance by automating many preventative and reactive maintenance tasks, freeing up technicians to focus on customer-facing, revenue-producing activities. Servato’s SPS solutions also aggregate and analyze information gathered from DC power equipment at remote sites and presents these insights in a single, integrated interface. Technical managers can use these insights to get ahead of DC power issues before they become problems.

Servato’s technology will serve as the foundation for an even more reliable network in rural New Mexico and West Texas, a region of the country historically overlooked by large carriers. Plateau’s commitment to better service with a partner such as Servato will instill greater confidence and satisfaction among their customer base. Servato’s ability to streamline recovery efforts, double battery life, remotely monitor

battery health, and predict rectifier and battery failures has empowered providers across the country to better serve their communities.

#### **About Plateau**

Formed in 1949 as Eastern New Mexico Rural Telephone Cooperative, Plateau provides advanced communications services including voice, Internet and video to residents in all or parts of 18 eastern New Mexico counties and four in the Texas Panhandle. For additional information, visit [www.plateautel.com](http://www.plateautel.com).

#### **About Servato**

Headquartered in New Orleans, LA, Servato is a leading provider of active battery management solutions. Servato's solutions allow leading companies and infrastructure operators to reduce CapEx and OpEx by extending battery life, reducing maintenance costs and streamlining operations. To learn more, please visit: [www.servatocorp.com](http://www.servatocorp.com)

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