

Vilcom Triples their Market Share with netElastic vBNG

Vilcom Networks is a fast-growing broadband service provider that has gone from no customers to over 20,000 customers in a few short years. “Vilcom” stands for “Village Communications,” which underscores their goal of bringing internet access to unserved and underserved areas in Kenya. They’ve consistently grown their business by offering affordable, reliable, high-speed internet connectivity.

Planning for a New Network

When Vilcom started planning its new network, it began looking for a Broadband Network Gateway (BNG). Agnes Limo, Vilcom’s CEO, said “I was very specific about searching for a virtual (or software-based) BNG, based on my previous experience. I knew the bigger vendors in the market, which I had used before, but I was tired of being stuck with a vendor’s proprietary box. You can’t scale quickly or move from one geographical location to another. I was searching for a vBNG that was scalable and flexible.”

Vilcom was intrigued by the features of netElastic vBNG and decided to put it to the test. “During the trial period, we discovered that netElastic vBNG had all the features we sought. The support we received from netElastic during the trail was exceptional.



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- Agnes Limo, CEO, Vilcom



Their willingness to collaborate with our team, understand our requirements, and tailor a solution was invaluable.”

“Broadband is a capital-intensive industry, and with netElastic’s software-based approach, we don’t have to commit all our money upfront for licenses we don’t need right now. We can add licenses as we grow,” continued Agnes. “netElastic vBNG was a game changer. We started with our first vBNG in one of the data centers, and we’ve never looked back. Since then, we’ve had three vBNGs in three different locations.”

Other features of vBNG also appealed to Vilcom. “We knew we would transition to IPv6 in the future, and we could easily add CGNAT to netElastic’s vBNG,” said Agnes. Rodgers Momanyi, Network Engineer at Vilcom, added, “When we started, we were limited in the number of customers we could sign up by our small pool of IPv4 addresses. netElastic CGNAT has enabled us to sign up thousands and thousands of subscribers without having to purchase IPv4 addresses continually. In addition, netElastic’s Router Manager provides detailed monitoring of the vBNG router, such as subscriber load and bandwidth usage, which helps us plan for future capacity.”

Rodgers continued “When we started, we had no existing routers. We discovered that netElastic vBNG has a routing stack and BGP capabilities, so we used vBNG as both a core router and for bandwidth management. In addition, netElastic’s Router Manager provides detailed monitoring of the vBNG Router, such as subscriber load and bandwidth usage, which helps us plan for future capacity.”

Impactful Results

netElastic is helping Vilcom grow efficiently and cost-effectively, enabling them to connect more people to the internet and to improve their quality of life. Agnes stated, “I met a man in rural Kenya who recently received internet access through Vilcom. Most of his children have left Kenya for other countries (and continents), and communicating with them was difficult. He’s now extremely happy to keep in touch with his kids through internet video calls in the comfort of his home. Those are the things that keep me and Vilcom going.”

The Future Looks Bright

Vilcom has tripled its market share among the top internet service providers in Kenya for the past few years, and they’re poised to keep growing. “As we continue to grow towards our goal of one million customers, we’ll add more netElastic vBNGs with greater capacity. The vBNGs will be placed at the network edge so we can process data closer to our customers. This will also enable us to maximize throughput and low-latency applications,” said Agnes.

“netElastic has been with us from the beginning. We chose netElastic then, and will continue to do so. Whenever we want to make a change or upgrade, netElastic is only a call away. The human touch part of netElastic has been a big thing for us.”