

FINGER LAKES TECHNOLOGIES GROUP, INC.

SCALING THE NOC MONITORING ENVIRONMENT







Finger Lakes Technologies Group (FLTG), an affiliate of the Ontario & Trumansburg Telephone Companies provides over 12,000 customers with dedicated transmission services utilizing their 2500 miles of fiber optic network lines. Built on a foundation of exceptional quality and superior customer satisfaction, FLTG is leading the way forward in communication and networking. FLTG is family owned and operated.

The Challenge

Collaborate with FLTG engineering to expand their existing NOC monitoring. This meant including new hardware to incorporate and function with the previous monitoring tools.

Specifically, FLTG wanted a solution that would:

-  Optimize performance with existing software, eliminating the need for additional purchases
-  Partner with multiple hardware vendors to assimilate the best practices given their network landscape
-  Generate multiple, purpose built network maps, for core network, transport network, voice network, and complex customer deployments
-  Train NOC teams to be dynamic within the monitoring environment

The Solution





TruePath engineering worked in conjunction with the various FLTG departments to produce greater monitoring depth across all devices and application types. TruePath was not only successful in mapping the new HQ network but the NOC staff was provided with hands-on training during the process.

// Truepath has the depth and experience to take our monitoring practice to the next level. //

Brandon Whilden
Senior Director of NOC & Services, FLTG

The Results

Operations at the Victor location are seamless and properly accommodate a growing FLTG. Improved NOC visibility permits their team to monitor from the macro environment down to specific interface details.

-  Supplementary alarming within their award winning DR Bunkers
-  Interconnected alerts across multiple business divisions
-  Report generation detailing devices and metrics
-  End-user portal for remote access and monitoring

