TruePath Technologies

PFN Peninsula Fiber Network, LLC

Peninsula Fiber Network, LLC
Telecommunications, Transport and Broadband Services

PFN provides telecommunications, transport and broadband services throughout the Upper Peninsula, Northern Lower Michigan and Northern Wisconsin. PFN's parent companies have in excess of 190 combined years of operational experience in bringing transmission services to the rural telecommunications marketplace.

The Challenge

PFN is the provider of 911 for the state of Michigan. They needed software, service and a solution they could count on. The task was to implement a new network monitoring system for use at one of PFN's 911 centers in lower Michigan to monitor the status of 911 related circuits.

A solution was needed that would:

- Implement a new monitoring software solution
- Provide custom SLA reporting for wireless carriers
- The ability to add/remove new nodes into the network
- Provide training to PFN's customers

The Solution

TruePath engineers worked with the PFN team to create a complete monitoring software solution. Systems utilzing OP5 and TruePath Technologies LMS network monitoring softwares were installed and implemented smoothly. Supplemental training was given to PFN's own customers to insure seamless integration of the whole system.

> **The payoff with TruePath is the service.** These guys will go to work for you, all you have to do is submit a request to their ticketing system and a very short time later your request is complete.
>
> **Jeff Merrick, Senior Network Engineer**

The Results

TruePath's work with PFN has allowed for the creation of more effective and dependable network monitoring systems for PFN's 911 center in lower Michigan. Detailed reports and graphs have created a more reliable and time-saving system for tracking changes in the landscape.

- A time and cost-effective solution combined with world-class customer service
- Detailed and easy to use reports and maps accessible to both PFN internally and for external customers at 911 centers in Michigan
- Improved ability to add and remove nodes within the network utilizing TruePath's online ticketing system