

TRUEPATH PROVIDES FIBERTECH NETWORKS REAL-TIME NETWORK STATISTICS AND MONITORING OFFERING



Fibertech Networks is one of the fastest growing metro fiber optic network providers in the Northeast. The company builds diverse route, open-access networks that allow for numerous telecommunications carriers and Internet companies to offer fiber optic services to their customers. Additionally, Fibertech extends its fiber optic networks directly into business locations, allowing them to internally deploy a wide range of advanced telecommunications applications. Fibertech has built and operates more than 4,000 miles of metro fiber networks across 24 markets in 9 states.

The Challenge

Fibertech was looking for a new and simpler way to provide customers with a real-time, web-based offering allowing for more extensive monitoring and management of their services.

Specifically, Fibertech was looking for:

-  Software that would allow its customers to more effectively deploy, manage, solve, and optimize their network environment
-  Flexible, customizable tool compatible with multiple platforms
-  Ease of use and implementation
-  Reduce overhead to implement monitoring

The Solution

TruePath helped Fibertech implement a non-intrusive, expandable monitoring infrastructure using OpenSource monitoring software. TruePath configured and maintains the system while Fibertech drives the optimization and reliability of its business infrastructure.

// TruePath worked with us to develop a software package that gives us additional visibility into our network. TruePath was, and continues to be, a collaborative partner for Fibertech Networks. //

J. Drew Mullin
Director of Product Management & Development

Positive Results

Fibertech is able to provide customers with easy-to-view graphs and charts to view the network performance and management of its services. From long-term capacity planning to executive reporting tools, Fibertech has realized tangible results from implementing this software, including:

-  Improved customer satisfaction and visibility of network management
-  Increased revenue opportunities and awareness of new sales leads
-  Greater visibility into network and proactive prevention of downtime or reduction of service levels
-  Realized internal cost savings from program discounts