



Unite Private Networks






Networks, Bandwidth, Services

Unite Private Networks provides high-bandwidth, fiber-based communications networks and related services. UPN serves over 250 communities across 20 states with 5000 metro fiber route miles and 2500 on-net buildings. UPN is headquartered in Kansas City, MO and has been in operation since 1988.

The Challenge


To assess and implement UPN's current SolarWinds software, provide recommendations and best practices monitoring, and offer training to UPN's teams. Specifically, TruePath would completely manage UPN's SolarWinds software:

A solution was needed that would:

-  Heighten the scope of all monitoring
-  Provide configuration enhancements
-  Advocate for and describe a best practices organizational structure
-  Offer architectural advice and solutions
-  Provide webinar training

The Solution




TruePath engineers worked with UPN's various teams to create an on-going fully managed software solution. The features of this service were seen by not only UPN's internal IT team but also external customers as well. Configuration management tools and additional modules were rolled in seamlessly and used to their full potential with supplemental training.

 TruePath is able to provide a "small" company feel; our issues are addressed and resolved quickly. They are pleasant and inviting to work with and provide informative presentations and demos. "

Beth Kimmel, Director-Network Operations

The Results

UPN's monitoring is now used widely by both internal teams and external customers. Detailed charts and reports are used to diagnose and prevent problems within the landscape and customers can view reports on their services.

-  A cost effective solution that met high standards
-  Detailed reports and maps that are both used internally and accessible to external customers
-  A configuration module that would assist in backups, revision control, and the ability to make mass updates quickly