



NETSMART 1500 Management System Customer Testimonial

Background

Colorado Springs Utilities (CSU) is located in Colorado Springs, CO, providing electricity, natural gas, water and wastewater services to the Pikes Peak region. CSU is a not-for-profit utility created in 1925 by local citizens who came together as a community. Being a not-for-profit utility, Colorado Springs offers its customers the lowest bills in the country.

Relationship with Fujitsu

CSU is currently using Fujitsu FLASHWAVE® 4000 series of products, along with the FLASHWAVE 7120 Wavelength Services Access Platform as a passive shelf, for a total of about 60 Fujitsu nodes. CSU has been a NETSMART® 1500 software customer since October 2006. Their Network Infrastructure Services group manages the Fujitsu fiber platforms as well as microwave access points from other vendors. This group of twelve plans and designs the networks, and provides operation and maintenance for CSU's network.

CSU is also considering the FLASHWAVE 9500 Packet ONP and FLASHWAVE CDS Micro Packet ONP to enhance their network by delivering next-generation packet services.

Business Need

As a utility company, it is crucial for CSU to know the health of their network at all times. If there is an outage in the field, it is critical that CSU is the first to know. CSU needed a reliable solution to monitor their equipment and perform many other important tasks, as well as a vendor they could trust.

Solution

CSU chose Fujitsu NETSMART 1500 Management System to provide dynamic alarm monitoring to keep them up to date with network activity and as an aggregation point for all alarms. Using the remote notification feature, CSU technicians can be alarmed anytime, anywhere via pager or email. Key personnel can stay in the loop, being notified when critical alarms affect their network. CSU's network can be geographically challenging too, with some nodes located in very remote and hard-to-reach spots. Because of this challenge, CSU utilizes the robust automated software download feature of the NETSMART 1500 management system, updating their network from a central location. For CSU, remote software download is a cost saving, eliminating a "too many nodes, too many truck rolls" situation. If CSU loses a node due to an outage, they use NETSMART 1500 software to get the node back up and running in a short amount of time.

CSU's operations and planning engineers stay on top of their network growth by using the NETSMART 1500 capacity management reports. They analyze which services need to be expanded and track new growth in their network. Capacity reports are generated for management to justify growth.

CSU desired a reliable vendor whose operations were based in the US. With operations and manufacturing based in Richardson, TX, Fujitsu was at the top of their list with proven products and services they can trust.

Customer Testimonials

"I know where any problems are before the customers do, and that's where I want to be."

"I don't want to send guys out there, that's too many truck rolls, so I use NETSMART 1500 software to update our remote node."

"I use the capacity management feature to show my boss how the network is changing, where the services are increasing or decreasing."

– John Sawtell,
Lead Network Engineer,
Colorado Springs Utilities

