

NETSMART 1500 Management System Customer Testimonial

Background

Located in Ridgeland, Mississippi, Telepak Networks, Inc. is a full-service provider of Internet, telecommunications and network services. Telepak Networks, via fiber optic and other broadband facilities, specializes in offering cost-efficient bandwidth necessary for data networking and telecommunication services to other carriers, ISPs, universities, governmental agencies, hospitals and businesses.

History with Fujitsu

Telepak has used the Fujitsu NETSMART® 1500 Management System since May 2007. They use the NETSMART 1500 software to manage 110 of their NEs, consisting of FLASHWAVE® 4500 MSPPs, FLASHWAVE 4100 ES Micro Packet ONP, and soon-to-be-deployed FLASHWAVE 9500 Packet ONPs. An additional 60 nodes will be coming online in the near future.

Business Need

Telepak needed a network management system that provided them with accurate information on the health of their network, as well as a reliable system to test and turn up network rings.

Solution

Telepak depends on the Fujitsu NETSMART® 1500 Management System for accuracy in showing the current health of their network, stating, "We have been able to go home on the weekends." They also like the remote login feature, which enables access from home or anywhere over a VPN to view what's going on in the network.

One of the greatest impacts they've experienced when using the NETSMART 1500 system was testing and turning up a ring. Telepak had a few issues with cards and could not have found the root cause without effective troubleshooting with the NETSMART 1500 software.

For Telepak, the ability to manage SONET, DWDM and, with Version 7, packet connectivity in one provisioning system is a big plus. Telepak understands that it can be "mind-boggling" from an operations perspective trying to train the team on the various NMS and EMS applications used in the operations center. The ability to use the NETSMART 1500 system to support all the Fujitsu nodes was a key deciding factor when considering deploying the FLASHWAVE 9500 Packet ONP. Telepak saw value in utilizing a single application for node management and in being able to quickly deploy new services to their customers. With the Fujitsu NETSMART 1500 Management System, Telepak is at ease knowing that they have quick and accurate status information about their network anytime, anywhere. The NETSMART 1500 management system has proven to be a trusted, reliable system for their network.

Customer Testimonials

"From a network navigation perspective...NETSMART 1500 makes things easier."

"It's real easy to work with. We use it extensively."

"From the FLASHWAVE 9500 perspective, one of the key deciding factors was being able to manage it using NETSMART 1500."

– Shane Arnold,
Sr. Manager of
Operations for
Telepak

