

BG Unified Delivers 100% Network Uptime to Clients Using FirstWave

Case Study

FirstWave



CASE STUDY

BG Unified Overview

Who

The BG Unified Solutions team consists of experts in different technologies like security, voice, load balancers, WAN, WAN optimization, Cloud, and Cisco Technologies. As experts across different technologies, their focus is to provide competitive, affordable and Unified Solutions to our clients.

Challenge

BG Unified is a business that is built upon their clients trusting in the services that are delivered, whether that is infrastructure, backup, email, database or platform as a service, Saurabh Sareen (Sunny), BG Unified Solutions Co-Founder and Managing Director, aims for, and delivers, 100% uptime to his clients.

Situation

"My services include petabytes of storage, over 200 terabytes of RAM, premium DNS and much more. These are premium products that my consumers rely upon, they are highly secured and I don't tolerate downtime so I do everything I can to ensure that remains true" says Sunny. "Any service we deliver is managed and delivered from multiple locations and this ensures that if any node or cluster goes down, the service remains up," says Sunny, BG Unified Solutions Co-Founder.



Network Monitoring as a Service

FirstWave Solution

01

BG Unified Used



BG Unified is able to use the monitoring capabilities of FirstWave to apply it across their large portfolio and offer monitoring as a service for all of their clients.

“Monitoring is one of the crucial services that everyone wants. Without monitoring, you don’t know what is happening,” said Sunny.

BG Unified needed an on-premise solution to fill this demand due to strict government regulations that require data sovereignty. Sunny outlines that their “former monitoring tools operated out of the cloud. Customers did not want data in the cloud, they need to know where their data is.”

Managing Monitoring at Scale

FirstWave Solution

“With FirstWave I can build redundant node management through opHA. Each data center has its own instance, then the management from these instances is done from a single screen” said Sunny. The ability to leverage opHA to manage all instances of the FirstWave suite, makes it extremely easy to gain entirely managed network data, while allowing the granularity to push out changes to any primary or polling server. Sunny believes that “FirstWave goes above and beyond delivering what I need. They are the best.”

Built-in Flexibility

FirstWave Solution

“The flexibility in device modelling itself saves so much time where other companies don’t allow this kind of flexibility,” said Sunny. Using the device modelling inside NMIS, BG Unified are able to add new devices to their monitored network at will, without waiting for vendor updates. This allows them to gain a competitive advantage by being first to market.



Operates in Diverse Environments

FirstWave Solution

“FirstWave is the key to the management of our entire infrastructure, that operates across multiple data centers and uses multiple vendor’s hardware,” said Sunny. “FirstWave monitors every single piece of the network and is the first point of contact of knowing there is a problem.” BG Unified is able to leverage the scalability of FirstWave software and the multi-server architecture, to ensure that all of the network operates with high availability. The key advantage that BG Unified leverages is that the pricing remains per node, adding extra clusters when needed which allows them to pass the savings on to their clients.

Fast To Implement

FirstWave Solution

03

BG Unified Used

“FirstWave is not complex to manage, there are easy ways to achieve everything with the software, every minute saved is dollars saved,

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says Saurabh Sareen (Sunny), BG Unified Solutions Co-Founder and Managing Director

FirstWave is not complex to manage, there are easy ways to achieve everything with the software, every minute saved is dollars saved,” said Sunny. **“We have ten different vendor tools that are monitoring their own devices, but we use FirstWave to provide us with a single location and health metrics of our entire network.”** BG Unified is able to leverage the integration capabilities of NMIS and display their network health using opCharts. They take advantage of the Business Service rules as well as the location, vendor and customer groupings available to their nodes. This allows them to quickly see the network health KPIs of all key aspects of their network.

FirstWave

Ready to level up?

If you need help with taking your cloud email security to the next level, please contact FirstWave and we will be more than happy to help assess your current situation and recommend a solution to help your business.

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FirstWave

Our passion is to create intelligent software that our service provider partners and customers love.

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Solutions

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FirstWave is a publicly-listed, global technology company formed in 2004 in Sydney, Australia. FirstWave's globally unique CyberCision™ platform provides best-in-class cybersecurity technologies, enabling FirstWave's Partners, including some of the world's largest telcos and managed service providers (MSPs), to protect their customers from cyber-attacks, while rapidly growing cybersecurity services revenues at scale.

In January 2022, FirstWave acquired Opmantek Limited (Opmantek), a leading provider of enterprise-grade network management, automation and IT audit software, with 150,000 organisations using their software across 178 countries and enterprise clients including Microsoft, Telmex, Claro, NextLink and NASA.

Integrating CyberCision™ with Opmantek's flagship Network Management Information System (NMIS) and Open-Audit product enables FirstWave to provide a comprehensive end-to-end solution for network discovery, management and cybersecurity for its Partners globally.

With over 150,000 organisations now using FirstWave technology, we are well positioned to be a leader of transformational change in the IT Operations and Cybersecurity world.