



# Nextlink Takes Their Network Management to the Next Level with FirstWave

Case Study

**FirstWave**

## USER STORY

# Nextlink Overview

### Who

Nextlink Internet is an internet service provider delivering high-speed internet and voice services throughout Texas, Oklahoma, Kansas and Nebraska. Since 2012, Nextlink has become one of the largest wireless internet service providers in the nation.

### Challenge

Nextlink wanted to improve the stability of its automated provisioning system as well as its network. Nextlink's previous monitoring system would send an alarm if one of the previously configured rules was triggered, but it didn't provide the solution that they were looking for.

### Situation

"Our fast-paced operations are growing every day, so we need something that can grow with us," said Jordan Long, Director of Network Operations, Nextlink. "We wanted something that would not just assist with our operations center, but an automated solution that would monitor for issues throughout our platform, automate the troubleshooting tasks and make configuration changes when an alarm was raised. We also wanted a solution that could share data about our operations to drive new projects."



**Ready to level up  
& get solutions?**

**BOOK A DEMO NOW**

# Automated Event Remediation

## FirstWave Solution

---

In 2019, Nextlink implemented solutions from FirstWave for its monitoring, management, data collection and other operational tasks across its network. Nextlink uses opEvents, an event manager that automates event handling through extendable policies that enrich, correlate, organize and manage all the events in Nextlink's environment.

With opEvents, Nextlink can automate event diagnostics and leverage intelligent automation to remediate network events which has helped to streamline its workflow. Using process automation, opEvents, modeled by Nextlink's troubleshooting



01

Nextlink Used Case

procedure, automates the troubleshooting and remediation of events, reducing the mean time to resolution (MTTR) when faults occur. Ready to speak to an expert? Book a demo here

## Reliable, In-Depth Dashboard Visibility

### FirstWave Solution

---

Nextlink also uses opCharts, a dashboarding solution that visualizes and maps its network infrastructure. The adaptable graphical interface allows Nextlink to capture the key information about its environment on a single pane of glass using dashboards, maps and charts to combine multiple data sets.

"opCharts provides us so much more than our previous platform," said Long. "Before, we would always have a lot of information gaps and the charts were one-size-fits-all. opCharts gives us a more in-depth view. It's also more reliable and the data is easier to navigate."

Nextlink can move from a high-level summary view of overall network health to detailed information about individual nodes or interfaces in just a few clicks. Each device on the network has its own summary page that shows the node health, information, topological map and recent events.

# Configuration & Compliance Management

*FirstWave Solution*

---

02

NextLink Used Case



opConfig is a configuration and compliance management tool that Nextlink uses to compare device configuration across their network and administer any change management that needs to be undertaken.

**“If I need to update passwords on all of our access points for security purposes, FirstWave can handle it for me,”** added Long.

“Previously, we had to write a custom script, plus go out and get a list of all devices and create custom scripts based on those devices. opConfig allows you to see the device types and chooses the appropriate command set for each one, so it can scale as we grow.”

## Due Diligence with Network Discovery

*FirstWave Solution*

---

Nextlink also uses Open-Audit to help the initial phases for its business acquisitions. One of the key challenges they faced with any new acquisition or expansion was incorporating the new infrastructure into the existing management system. Using Open-Audit, Nextlink is able to discover any device connected to their network and then automatically manage those devices within their existing network policies.

Open-Audit intelligently scans an organization’s network, finds all the connected devices and then audits those devices. This gives Nextlink immediate access to installed software, hardware information, software licensing on any connected device. Open-Audit can collect significant amounts of data from large and varying networks, which is cataloged and can easily be configured into meaningful reports. Open-Audit enables Nextlink to do due diligence for a prospective new business by allowing them to see the network live and compare data.

# Cost Savings, Increased Efficiency

03

NextLink Used Case

## FirstWave Solution



**FirstWave gives us more insight into the projects we're working on," said Long. "It also saves us money. Any time there is an outage**

and subscribers are down, FirstWave helps us resolve the issues faster, resulting in less refund requests from subscribers." With FirstWave, Nextlink can automate repetitive tasks to improve efficiency and ensure consistency. FirstWave has also increased Nextlink's reliability and stability, helping the company continue to grow.



## Increased flexibility to Suit our Business

### FirstWave Solution

All FirstWave's products have an extensive API that will help increase the customization and flexibility of all the data it generates. Nextlink have extensively used this to ensure that all staff are working as efficiently as possible without having to manage too many systems. Nextlink have coupled their management, ticketing and billing systems together and this helps staff prioritize the right tasks.

# Nextlink Results

## User Story

04

NextLink Used Case

“We continue to learn more and more about our network with insights we have never had before.”

says Jordan Long,  
Director of Network  
Operations, Nextlink.

“I can leverage the APIs that FirstWave offer, to deliver views to my staff that they are used to, without having to update everything,” said Long. “This allows my staff to proactively work from a tool they are comfortable with, while leveraging everything that FirstWave does well on the back-end. **The goal is to get everybody troubleshooting or updating tickets from a single location.**”

# FirstWave

## Ready to level up?

If you need help with taking your Network Management 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 team.

[CONTACT AN EXPERT](#)



# FirstWave

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

Get Expert  
**Solutions**

**Book a demo**

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.