

USER STORY

Electrical Contractor Delivering Building Management Systems

Electrical Contractors Supplying For Building Management Systems are now Required To Include Network Management

- ▶ Electrical Contractors delivering Building Management Systems must deliver reliability and proven uptime.
- ▶ The Building Management Systems are the brain of modern buildings and they must have a working nervous system, the network.
- ▶ Increased expectation that the FM team have complete visibility of the installed systems and the services they deliver.

The Challenge

- ▶ The price had to be cost effective for all parties.
- ▶ A user friendly, single pane of glass was required that showed the health of all the management systems.
- ▶ Numerous complex systems needed to be integrated, ranging from switches and routers to cameras and security doors.
- ▶ Custom dashboards with traffic light availability displays. Displaying all BMS on their individual floor graphics.

The Solution

FirstWave implemented the NMIS Enterprise bundle with opCharts, this gave visibility to the extended BMS and the network it relies upon.

The ease of installation and ease of use saved the contractor significant time on installation and the maintenance contract.

opCharts provided easy to create floor plans showing device status.

The Result



The inclusion of NMIS Enterprise is winning the contractor all the large scale development bids. The contractor uses automation to provide the required maintenance reports and ensures SLAs are maintained. FirstWave were able to provide integrated service checks to systems that are not designed to be monitored, out of the box.

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

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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 FirstWave Limited (FirstWave), 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 FirstWave'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.