

USER STORY

Executive Reporting for Data Centre Company

Large 4 Tier Data Centre Facilities Provider for Co-

- ▶ 8 Data centers across 5 Australian cities.
- ▶ High speed, private connections to cloud, carriers and IT service providers.

The Challenge

- ▶ Gather detailed performance metrics from new Arista low latency switches.
- ▶ Ensure compliance to Service Levels for Performance and availability.
- ▶ Provide visibility to Management and Executive team.

The Solution

Customer developed custom device models for the newly released switches.

All performance data available in FirstWave applications.

Business Services defined for each customer and service.

Reporting based on Business Services provided to the management and executive team each week/month.

The Results



Automatic dashboards created for each Business Service.



Monthly Executive meetings now have visibility and consistent reporting.



Small team required to ensure things work and stay working. Solution configured once and little maintenance required.

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FirstWave

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 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.