FirstWave

Sinch Voice Streamlines Network Monitoring for Thousands of Devices with FirstWave

Discover How: Sinch Voice saves time and money with its monitoring software, which has increased its reliability and stability with FirstWave solutions.

Sinch Voice Overview

The current digital landscape sees companies monitoring and managing more networked devices than ever before. For IT operations teams this means more devices to monitor, increased burden to manage them, and a risk that scale introduces unwanted event noise, taking valuable time to sift through.

One of the biggest challenges facing organizations is managing and automating their network infrastructure at scale, and in a way that avoids alert fatigue. This requires a robust and scalable solution that can handle complex network environments, while providing customization, centralized management, and powerful automation capabilities.

Leading organizations around the globe, like Sinch Voice, rely on NMIS everyday for solutions to this exact problem. With its advanced network management and automation capabilities, NMIS helps organizations effectively manage their network infrastructure at scale. The solution offers real-time monitoring, reporting, and management of critical network components, enabling organizations to proactively identify and resolve potential issues before they become major problems. NMIS also offers powerful automation features, such as rule-based event handling and automated network configuration management, which help organizations to automate routine network management tasks and improve efficiency.

In this article, we will take a closer look at NMIS and its ability to provide network management and automation at scale, by exploring some of the key benefits that Sinch Voice has been able to achieve through its implementation.

Sinch Voice Background

Sinch Voice, powers voice communications for the leading communication service providers and enterprises in North America. Trusted by some of the world's leading businesses, including Zoom, Twilio and 8x8, the Sinch Voice platform handles more than 300 billion minutes of voice calling per year and the company has registered more than 100 million active phone numbers on behalf of its customers.

As their business grew, they faced a major challenge: their existing network monitoring tools were no longer able to keep pace with their rapidly expanding infrastructure. They needed a solution that would scale with them, providing the visibility and insights they needed to ensure the reliability and performance of their network. Importantly for team, the new solution needed to help them save time, and remain cost-effective as they expanded.

> **"As our company has grown over the years, we've increased the number of devices we're actually monitoring from around 500 to several thousand,"**
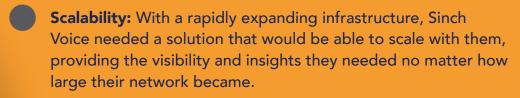
said Bill Farmer, Principal Engineer for Sinch Voice.

> **"We needed a system where all of the events are aggregated for our network operations team to view and take action on any sort of faults that occur within our network."**

More than 100 Million Active phone numbers

Sinch Voice Objectives

For Sinch Voice, the most important evaluation criteria was efficacy. Having encountered the limitations of their previous tools, the team needed one solution which could give them the visibility and control they needed. More importantly, they know that to grow their business effectively they would need to scale their IT operations efficiently.

- **Scalability:** With a rapidly expanding infrastructure, Sinch Voice needed a solution that would be able to scale with them, providing the visibility and insights they needed no matter how large their network became.

- **Customizability:** Sinch Voice needed a solution that would allow them to tailor its monitoring capabilities to meet their specific needs, so they could focus on the aspects of their network that were most critical to them.
Integration with other tools: To ensure a unified view of their network, Sinch Voice needed a solution that would integrate seamlessly with a wide range of other tools and systems.

- **Ease of use:** Sinch Voice's teams needed a solution that was easy to use, with a simple, intuitive interface that would allow them to get up and running quickly, without having to spend time and resources on training.

- **Reliability and performance:** Above all, Sinch Voice needed a solution that would provide reliable, accurate network monitoring and insights, enabling them to detect and troubleshoot issues quickly and effectively.

Sinch Voice Solution

Network monitoring, maintenance and optimization

In 2016, Sinch Voice implemented solutions from Opmantek (now FirstWave) for its monitoring, data collection and other tasks across its network. Sinch Voice utilizes FirstWave's Network Management Information System (NMIS) for monitoring, maintaining, and optimizing its network. With NMIS, Sinch Voice's network operations can see how device performance is impacting the health of a single device, a group of devices or the whole network. NMIS also allows for customized alert escalation to suit any end-user scenario.

Sinch Voice also uses FirstWave's opEvents for proactive event management. All troubleshooting and event information is available in one centralized location to assist with event handling while simultaneously lowering the number of notifications. With opEvents, Sinch Voice can send alerts to the API and receive events about problems in its networks and systems.

We can collect statistics on **Everything**

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We load all of our devices in NMIS, and we can collect statistics on everything from how much traffic there is to how much load," added Farmer. "Then, we can receive alerts on that information. FirstWave provides a single interface for everything going on in our network and gives us greater visibility into our network health and performance

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Bill Farmer, Principal Engineer for Sinch Voice.

Solutions Cont.

Scalability

NMIS was designed from the ground up to be scalable, able to handle large, complex networks with ease. This meant that Sinch Voice could rely on NMIS to grow with them, providing the visibility and insights they needed no matter how large their network became, all the while remaining a cost-effective solution.

Integration with other tools

NMIS integrates seamlessly with a wide range of other tools and systems, providing Sinch Voice with a single, unified view of their network – a 'single pane of glass'. This made it easier for them to troubleshoot issues, detect potential problems, and maintain their network in top condition.

Ease of use

NMIS was designed to be easy to use, and providing valuable insights rapidly. With the support of FirstWave's expert staff, along with input from the active user community, Sinch Voice were able to quickly reap the benefits of the new monitoring solution, and have been able to continue improving it over time for even greater value.

Customizability

NMIS is highly customizable, allowing Sinch Voice to tailor its monitoring capabilities to meet their specific needs. This meant they could focus on the aspects of their network that were most critical to them, while deprioritizing less important data. This helps the team to avoid alert fatigue that is all too common when deploying other tools at scale, and keeps them focused on what actually matters for keeping their business operating smoothly.
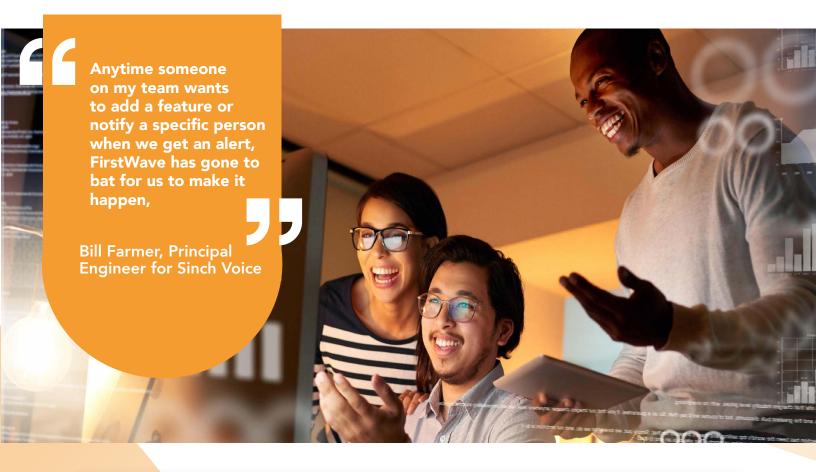
Reliability and performance

Not only has NMIS proven to be a reliable monitoring and data collection tool for Sinch Voice, but the system helps the team turn this data into insights. This helps to focus their attention where it is most valuable: preventing or addressing issues before they make a significant impact, and helping to show others that an issue is being worked on before an end user may even be aware of it.

> " Not only does FirstWave's software help us get alerts in a timely manner, but we also have automated systems in place to send alerts we receive in our system directly to our partners so they're aware of potential issues within our network "
>
> Bill Farmer, Principal Engineer for Sinch Voice.

Sinch Voice Results

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> **Anytime someone on my team wants to add a feature or notify a specific person when we get an alert, FirstWave has gone to bat for us to make it happen,**
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> "
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> **Bill Farmer, Principal Engineer for Sinch Voice**

FirstWave's pre-configured out-of-the-box solution allowed for a simple set-up, enabling Sinch Voice's network management to occur quickly, and the company was able easily integrate the new technology. **"Anytime someone on my team wants to add a feature or notify a specific person when we get an alert, FirstWave has gone to bat for us to make it happen,"** added Farmer. **"The team at FirstWave has been really responsive in making sure that we're able meet the needs and demands of our internal customers within a timely manner, which is one of the biggest things that sold us on working with them."**

With FirstWave, Sinch Voice saves time and money with its monitoring software, which has increased its reliability and stability. FirstWave immediately sends Sinch Voice alerts about events, allowing the company to act quickly and avoid a major outage that would impact their customers.

FirstWave

Ready to level up?

If you need help with taking your network monitoring 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.

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.

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