



Improve Network Visibility to Enhance Remediation and Resolve Vulnerability

Industry: Telecommunications

Issue:

Prepaid Wireless Group needs improved network visibility to enhance service and prevent customer churn.

Situation:

Prepaid Wireless Group, one of the largest mobile virtual network aggregators (MVNA) in North America, hosts part of its operations on a U.S. Tier 1 mobile network operator (MNO). The company's business customers are mobile virtual network operators (MVNOs) and end users. Their network is a complicated, disparate hybrid network with both fixed and cloud deployments. It has massive technical and operational challenges with a multi-vendor and multi-partner environment. Prepaid Wireless Group needed to improve network visibility and reliability as well as improve network remediation to resolve network vulnerability.

Challenge:

The first challenge was to establish one platform across heterogeneous networks that integrated applications and shielded them from network complexity. Network troubleshooting and resolution among multiple vendors prevented staff from concentrating on business expansion.

The second challenge was to improve visibility and to monitor network traffic in real-time. The complicated, disparate network obscured root causes of issues due to inaccessible data.

“We need performance and consistency from our TAP/Aggregator partner and Garland Technology remains second-to-none delivering 100% reliability, competitive pricing and logistics at full scale.”

-RICK AGUIRRE
President, Cirries Technologies

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Solution:

Cirries Technologies worked with Prepaid Wireless Group to establish a virtual network operation center (vNOC) to provide much needed technical advice and operational support. This gave them real time service infrastructure monitoring and maintenance, freeing them from technical and operational worry.

Working with Garland Technology, Cirries is now deploying Cirries Point suite of products along with Garland Technology TAPs to extract data as raw packets, flows and logs to visualize and monitor network traffic. This will provide complete network visibility and give Prepaid Wireless Group the tools to improve network performance.

Tools Deployed:

[Cirries Point Suite](#)

[Garland Technology's Modular Chassis Passive Fiber Network TAPs](#)

[Garland Technology's Advanced Aggregators](#)

"The combination of superior products and comprehensive vNOC services provides us peace of mind for these complex technologies which allows us to concentrate on growing our business."

-STUART CHOWNING, CTO,
Prepaid Wireless Group, LLC

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