

## Monitoring 300 Wireless@SG Hotspots Over 50 Locations With Just 1 Dashboard



### Overview

Sigma.3 has been offering hi-speed internet access (HSIA) services to her customers since their inception in 1999. Sigma.3 currently provides a comprehensive range of HSIA services with flexible business models to her customers from fully owned and managed HSIA infrastructure to low risk revenue share models.

Sigma.3 was engaged to provide first and second level support for 300 Wireless@SG hotspots over 50 locations with the goal of assisting the client to achieve uptime of 99.9% or more.

Wireless@SG is a Singapore Government wireless broadband programme that aims to extend broadband access beyond homes, schools and offices to public places.

### Business Challenges

To manage this many Wireless@SG Hotspots, Sigma.3 was looking to create a centralized operations room to handle technical calls from the hotspot venue owners. As such, Sigma.3 was looking for an IT Monitoring solution that could provide immediate diagnosis of issues. This is to facilitate Sigma.3 in their decision process in solving problems with a phone call or if it required sending manpower down to the venue.

The system integrator was also tasked by the client to ensure that the 300 Wireless@SG Hotspots adhere to Service Level Agreements that were enforced by the authorities. Sigma.3 also had the challenge to produce monthly reports for their customer on the performance of the hotspots.

#### EXECUTIVE SUMMARY

- **Customer Name:** Sigma.3 Pte Ltd
- **Industry:** System Integrator
- **Location:** Singapore
- **Number of Hotspots:** 150

#### BUSINESS CHALLENGES

- Tasked to provide level one and two support for 150 Wireless@SG hotspots across Singapore.
- Provide regular reports to client to ensure that Service Level Agreements were being met.

#### BUSINESS RESULTS

- **Alert IT team of hotspots with critical levels:** IT operations can now take proactive response to contact venue owner to take corrective measures before users discover it.
- **Better allocation of resources for support:** IT operations team can choose to solve issue by phone. Resources are only send to venue to solve critical issues.
- **Ensuring SLAs met:** IT operations team can view SLAs requirements in a single dashboard.

*"NetGain Systems IT monitoring solution required minimal installation effort, which is both lightweight and flexible to meet our needs of monitoring 300 hotspots across 50 locations. One competitor required us to install SQL servers for each hotspot and would have made our monitoring operational and price challenging for our clients to accept."*

**Mr Eddie Tang, Co-Founder & MD**  
Sigma.3 Pte Ltd

## Evaluating NetGain System's Service

NetGain Systems IT monitoring solution addressed the immediate challenge of detecting and displaying the 300 Wireless@SG hotspots on a single dashboard. In less than a day, Sigma.3 operations team was able to have a working dashboard to assist them in the monitoring the hotspots. These hotspots were represented as pins on a single Google Map of Singapore and colour coded for quick identification of hotspots with issues.

In addition, NetGain Systems IT monitoring solution provided Sigma.3 IT operational staff with SMS and email alerts that are triggered when a hotspot performance hits extreme critical levels. The monitoring solution could also provide early detection of Denial of Service (DOS) attacks on hotspots via the Netflow monitoring. These alerts prompt the operational staff to take immediate action so as to achieve the client's goal of hitting uptime of 99%.

The SLA reporting feature also allowed Sigma.3 to give up-to-date feedback to their client to ensure that the monitored Wireless@SG hotspots were performing on par with performance levels set by the authorities.

As NetGain Systems IT monitoring solution comes pre-installed with reporting features, Sigma.3 operation teams could easily download data and graphs to be used in their reporting to the client. This removed the need to manually plot and display graphs.

## Advantages upon using NetGain Systems:

- Able to better allocate limited manpower resources
- Early detection of Denial of Services attacks on hotspots
- Providing SLA updates and reports on demand for customer

"NetGain Systems IT monitoring solution lets us plan our IT resources accordingly. Now, we can assign resources to solve the problems rather than assign resources to find the problems. This increases productivity within our IT resources as they can focus more on finding new opportunities and even focus on R&D to provide new innovative solutions to our customers."

Mr Eddie Tang, Co-Founder & MD  
Sigma.3 Pte Ltd

## About NetGain Systems

Our vision is to deliver a world-class infrastructure monitoring service to Asia's most successful companies, large or small. In this last decade, NetGain Systems have grown rapidly and built an enviable reputation with customers, because when they work with NetGain Systems, they know they'll get the best solution in the industry – a solution that is cost-effective, extremely easy-to-use, and grows with them as they grow and evolve. When customers work with NetGain Systems, they welcome NetGain Systems as a seamless and integral part of their IT team.



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