

Success Stories



Monitoring 300 Wireless@SG Hotspots Over 50 Locations With A Single Dashboard

Sigma3 and Wireless@SG

ABOUT

Sigma3 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.

PAIN POINTS

- Needing a stronger support centre to handle technical calls from the hotspot venue owners
- A lack of accountability without monthly reports for their customer on the performance of the hotspots

NOTABLE POINTS

NetGain Systems has been commended for:

- **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**

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CHALLENGE

To manage this many Wireless@SG Hotspots, Sigma3 was looking to create a centralized operations room to handle technical calls from the hotspot venue owners.

As such, Sigma3 was looking for an IT Monitoring solution that could provide immediate diagnosis of issues. This is to facilitate Sigma3 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.

Sigma3 also had the challenge to produce monthly reports for their customer on the performance of the hotspots.

SOLUTION

- 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.

WHAT OUR CUSTOMERS SAY:

“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