

Storm Internet Sails Smoothly With MAX™



Introduction

Storm Internet, an industry leader in fixed-wireless connectivity, currently maintains one of the largest broadband wireless networks in North America—spanning approximately 35,000 square kilometers across more than 50 communities and municipalities.

Since 1996, Storm Internet has built a reputation of providing consistent and reliable Internet connectivity in urban and rural communities for more than 10,000 clients. Through a network of partners, resellers and affiliates, Storm continues to demonstrate a leadership position in connecting both urban and rural communities with broadband infrastructure.

Storm's Challenges and MAX™

As a full-service ISP, Storm's strategic objective is to broaden their service to the greater Ottawa area through wireless Internet access, as well as provide managed services for customers in both rural and urban locations.

MAX™ enables Storm to move aggressively with their plans by letting them expand their service without a commiserate increase in support expense. Additionally, MAX's infrastructure management tools ideally position Storm to offer a high level of service with unique SLAs to their customers looking to outsource management of their internal infrastructure without losing control.

Key Benefits

- **Notification** with escalation based on time of day, day of week, etc. really helps increase the efficiency of the support team by ensuring the delivery of critical alarms to designated personnel.
- **Performance monitoring** has enabled Storm to proactively manage the network performance, and reduce, if not prevent outages.
- **MAX's all-in-one management tool** enables Storm to competitively deliver high-quality managed services.

- **SLA management** automates the creation and monitoring of customer-specific SLAs, allowing Storm to keep track of its service quality.

Storm Internet CTO Herbert Hartwig says, "MAX™ is providing a breakthrough factor in our support effectiveness, and we are just scratching the surface of what we can achieve with it."

"... We are just scratching the surface of what we can do with (MAX™)."

Herbert Hartwig, CTO, Storm Internet

Storm Internet CEO Barry Williams agrees. "We had looked at other performance management products, but none were particularly compelling. They either lacked critical functionality or they were a poor value for the money. MAX™ is an excellent fit for us—with strong all-in-one functionality that aligns very well with our business direction. We are very pleased with the potential that we see with MAX™."

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Barry Williams, CEO, Storm Internet

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