



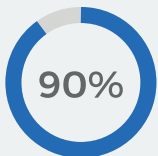
About the Customer

Rise Broadband is the largest fixed wireless service provider in the U.S., serving nearly 200,000 residential and commercial customers across 16 states. Through its fixed wireless services, the company brings reliable broadband internet and phone services to previously underserved areas. With Rise Broadband, homes and businesses in rural and suburban regions receive quality, affordable wireless services.

Tools integrated

Nagios, SugarCRM, Zabbix

The Results



Correlation rate of 90 percent substantially reduces alert noise



The BigPanda platform receives alerts from more than 27,000 nodes



11 separate integrations with monitoring, ticketing and collaboration tools

Rise Broadband Elevates its Incident Management with BigPanda

One of the largest fixed wireless service providers in the U.S., Rise Broadband was experiencing significant expansion as a result of multiple acquisitions, and its IT operations were seeing rapid growth as a result. Working with disparate consoles and thousands of alerts, the network operations team was struggling to stay on top of its growing incident management workload. To detect and resolve IT incidents more quickly and efficiently, the network operations center (NOC) team at Rise Broadband chose the BigPanda Autonomous Digital Operations (ADO) platform.

“ Our customers are counting on our phone and internet services around the clock – so maximizing availability and performance is a critical mandate. Now that we have the BigPanda ADO Platform, we track and view correlated incident data from across our complex infrastructure, and do so in a unified, centralized fashion. As a result, our NOC engineers gain the insights they need to detect and resolve issues more quickly – while at the same time automating their workflows. ”

Brian Kendall,
VP of Service Assurance

Growth Presented a Significant Challenge

Through a combination of account growth and acquisitions, Rise Broadband has seen substantial expansion. However, contending with this growth was presenting significant challenges for the IT operations team. Engineers in the NOC were relegated to tracking multiple Zabbix consoles in order to assess network availability and performance. Each console was typically packed with hundreds and sometimes thousands of alerts per week. NOC engineers could only process a small percentage of network incidents, which meant they would periodically miss critical issues.

The Lack of Alert Correlation Increases Risks and Complexity

Complex Systems Created Alert Storms

Rise Broadband's operations are composed of a complex, interrelated ecosystem. A single issue at one tower can lead to the generation of alerts from thousands of downstream components. While the sheer volume of alerts that the NOC team was tasked with managing posed a significant challenge, the lack of alert correlation across disparate systems made the problem significantly worse.

Labor-Intensive Detection

Engineers were forced to manually sift through all of this event data in order to detect real issues and resolve incidents, which was extremely laborious and time consuming. Given these obstacles, resolution times were slow—leaving customers exposed to performance issues and outages. Ultimately, these operational impediments and lack of IT intelligence were threatening to inhibit the company's business growth.

Gaining Unified Operational Visibility Across the Network

Establishing a Unified Console

The BigPanda ADO platform applies Open Box Machine Learning to autonomously correlate all alerts from eight different Zabbix servers and presents incidents to the NOC team inside its Unified Console. Now, when a problem arises at a tower, operators can readily view and manage the issue as a single incident—rather than having to sift through thousands of alerts.

Out-of-the-Box Integration

The BigPanda ADO platform offers out-of-the-box integration with a number of monitoring tools, including Zabbix, Nagios and more. The platform also gives Rise Broadband the ability to enrich alerts with highly valuable, context-rich CMDB data, which further improves correlation rates.

Intelligence that Fuels Staff Efficiency and Productivity

Turning Alert Noise into Insights

Today, Rise has intelligently automated and scaled its network operations to realize maximum efficiency. The NOC team relies on the BigPanda ADO platform to monitor more than 27,000 nodes and process more than 100,000 alerts every week with an average correlation rate of 90 percent, turning alert noise into actionable operational insights.

Faster Outage Resolution

With the Big Panda ADO platform, service tickets are automatically created and populated with rich contextual information, helping optimize collaboration workflows and staff productivity. This has been instrumental in helping the NOC team detect major network incidents and resolve service outages faster. The result has been improved availability and happier customers.