

Telecommunication Companies

Fijoport enables our customers to remotely access key equipment in order to monitor and manage IT security on a 24/7 basis.

Authenticated users may establish instant VPN access, eliminating exposure to cyber threats.



BENEFITS

- ✓ **Secure bi-directional encrypted connectivity between user and remote site.**
- ✓ **Support for maintenance and management of devices on a 24/7 basis without user intervention at remote site.**
- ✓ **Any access is limited to authorised personnel and all remote sessions are logged and auditable.**
- ✓ **No software installations required on remote devices being accessed.**

USE CASE

Direct Maintenance & Support

Our client, a leading European Telco has deployed Fijoport to manage all PBX and SIP Gateways sold by them to their customers, enabling the monitoring and management of the equipment 24/7 without user intervention at remote site.

The Telco management board chose Fijoport in order to allow its engineers remotely access IP-enabled equipment on these sites as if they were directly connected to them on site. This in turn allows them to meet even the most stringent SLAs, while improving customer satisfaction and improving customer retention.

How it works:

- When a problem is detected in any of the factories or working centers supervised by Telco's support team, Fijoport 3001 sends an alert. (This alert has been previously set by the client).
- This alert immediately appears only in Fijoports control panel of the authorized technical persons.
- The authorized technicians of Security & network operation center immediately are able to remotely connect to the customer's workplace to check and fix the problem remotely.
- In case the problem cannot be resolved online and needs an onsite technician, the person in the operation center can send one, reducing the downtime.

