



Make the Invisible Visible

Visible

TELECOMMUNICATIONS

Customer Success Story

NET, a Subsidiary of Faroese Telecom Tórshavn, Faroe Islands

A Telecommunications Use Case

Also known as Føroya Tele, Faroese Telecom is the leading telecommunications company in the Faroe Islands and is located in the North Atlantic Ocean between Iceland and the Shetland Islands. Operating from their head office in Tórshavn Municipality, Faroese Telecom is a prominent business in the country with 230 employees and an annual turnover of around 40 million euros. With the help of NET, a subsidiary of the company that operates and maintains the telecommunications network, Faroese Telecom has been delivering telecommunications for over 100 years in addition to striving for continuous development and improvement to meet market demands and satisfy customers. One of their core objectives includes connecting people through straightforward telecommunications by being the best in their field in the Faroe Islands.



Key Points

- Visualization, monitoring, and control of the Faroese Telecom network across 200 sites.
- Monitor and control of the DC power supply systems and general-purpose input modules.
- Easy and quick addition of new sites which includes menus, graphics, and alarms.
- More efficient teamwork and workflows allowing for the highest level of customer service.

NET required an automation software with capabilities to connect via simple network management protocol (SNMP) combined with custom graphics and alarm management. The application needed to cover an infrastructure of approximately 200 telecom network distribution sites all over the Faroe Islands and a few sites in the United Kingdom. They also needed to monitor their DC power supply systems, generators, and general-purpose input modules. NET chose to work with El Teknik, a major automation company and comprehensive system integrator in the Faroe Islands. Located in Leirvik, the company specializes in the design, build, and maintenance of electrical installations for industrial facilities, buildings, and homes. El Teknik chose ICONICS automation software for this project for several reasons. First, the company has been a trusted ICONICS partner for many years. Second, El Teknik has worked with Heptagon,

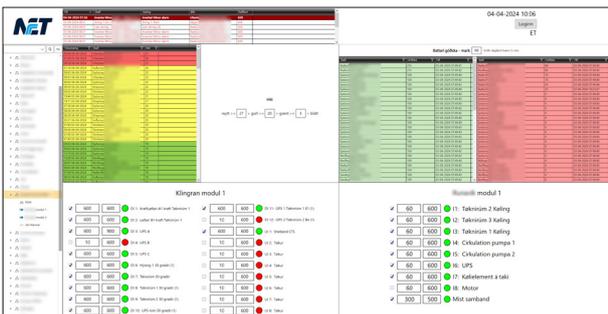
the ICONICS distributor for Denmark and the Faroe Islands, to successfully deploy the software to fulfill previous customer requirements. Third, the software's flexibility enables integration of both buildings and telecommunications information to provide a unified asset management solution.

ICONICS Software Deployed

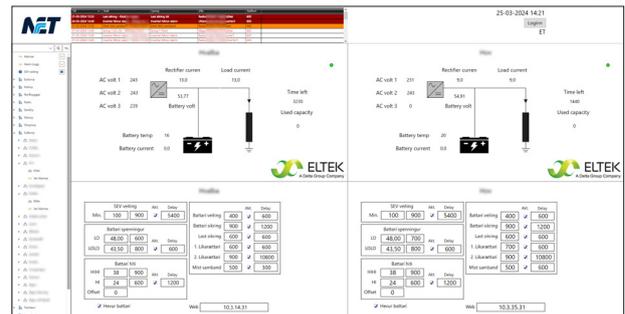
- GENESIS64™
- MobileHMI™

Realized Benefits

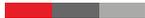
NET realized substantial benefits using ICONICS automation software. For example, they were able to customize their graphics and alarm management system, and they did so in



Alarm Dashboard



Battery Overview



a short period of time. In fact, it only took two weeks to set up the asset/equipment classes according to the ISA-95 standard and create the graphics. After implementing ICONICS' Bulk Asset Configurator (BAC), the time needed by the system integrator to roll out the system was reduced significantly. The BAC also helps to drive standardization and to ensure fast incremental updating of the application for the future. With ICONICS software, NET can visualize, monitor, and control their network, even across the 200 sites. Additionally, they can monitor and control the DC power supply systems and general-purpose input modules. Equipment across all sites can easily be monitored and controlled, and more importantly, adding a new site which includes menus, graphics, and alarms is now quite easy and fast, taking only ten minutes. Lastly, their team can work more efficiently to provide the highest level of service to their customers.

Conclusion

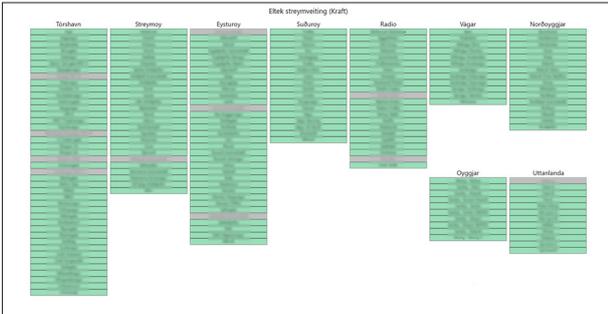
NET is extremely satisfied with ICONICS software. ICONICS is a solid foundation to build upon since equipment can easily and quickly be added for scalability purposes. NET can provide top notch service to its customers by maintaining an advanced network that is highly functional and responsive. The company can also adhere to their continuous improvement approach to meeting market demands and customer satisfaction.



Telecommunications Site

“Before, we did not have detailed access to asset data, which occasionally led to major incidents. Now with ICONICS, our operational overview allows us to monitor problems in real time and react much faster than before. For example, we are online with our equipment, so we can detect issues before these turn into major incidents. And since we are only a few people operating the sites, we need the overview and rapid access we get with ICONICS. We have built a solid foundation, so it is amazingly fast to add new equipment to ICONICS. We plan to keep adding more assets to the system.”

NET



Status Overview

Company Profile		<ul style="list-style-type: none"> • NET, a Subsidiary of Faroese Telecom • Established: 2005 • Business: Telecommunications • Website: https://www.net.fo/
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ICONICS, Inc.

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