

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.

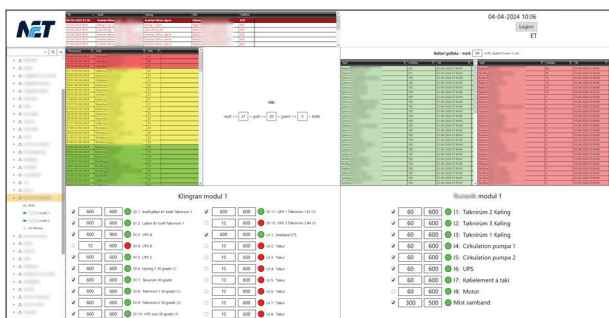
NET required an automation solution capable of supporting an infrastructure of approximately 200 telecom network distribution sites across the Faroe Islands and several sites in the United Kingdom.

Key requirements included:

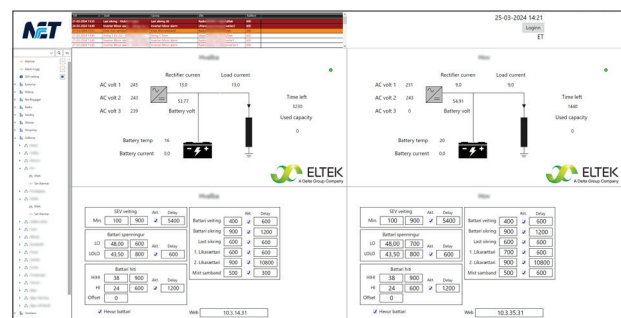
- Connectivity via Simple Network Management Protocol (SNMP)
- Custom graphics and alarm management
- Monitoring of DC power supply systems
- Monitoring of generators and general-purpose input modules

NET chose to work with [El Teknik](#), a major automation company and comprehensive system integrator in the Faroe Islands. Located in Leirvik, El Teknik specializes in the design, build, and maintenance of electrical installations for industrial facilities, buildings, and homes.

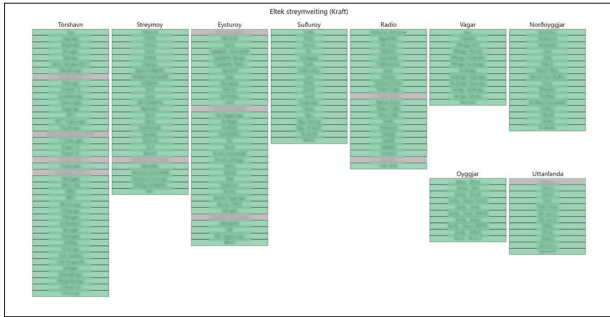
El Teknik selected the GENESIS automation software from Mitsubishi Electric Iconics Digital Solutions for the project based on its longstanding partnership with the company and previous successful deployments with [Heptagon](#), the GENESIS distributor for Denmark and the Faroe Islands. The software's flexibility also enabled the integration of building and telecommunications information within a unified asset management solution.



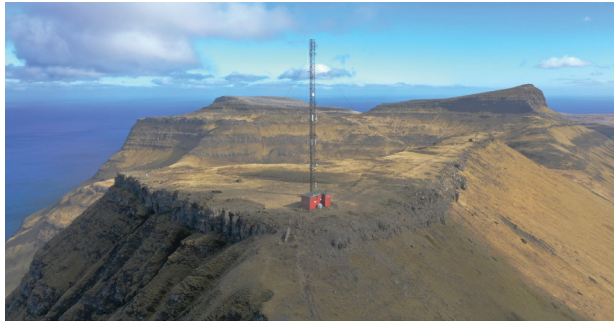
Alarm Dashboard



Battery Overview



Status Overview



Telecommunications Site

Software Deployed

- GENESIS64™
- MobileHMI™

The Results

- NET realized several operational benefits after implementing GENESIS, including:
- Customized graphics and alarm management quickly, with asset and equipment classes configured according to the ISA-95 standard and graphics created in just two weeks.
 - Accelerated system rollout using the Bulk Asset Configurator (BAC), while supporting standardization and faster incremental updates to the application.
 - Centralized visualization, monitoring, and control across approximately 200 sites, including DC power supply systems and general-purpose input modules.
 - Simplified the addition of new sites, with menus, graphics, and alarms configured in approximately ten minutes.
 - Improved team efficiency, helping NET maintain a high level of service for its customers.

Conclusion

NET’s implementation of GENESIS provides a scalable foundation for managing its telecommunications infrastructure across approximately 200 sites. The platform enables new equipment and sites to be added quickly and efficiently while supporting centralized monitoring and control across the network. With greater visibility, streamlined system expansion, and more efficient operations, NET can continue to adapt to evolving network requirements while delivering reliable, responsive service to its customers.

“Before, we did not have detailed access to asset data, which occasionally led to major incidents. Now with GENESIS, 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 GENESIS. We have built a solid foundation, so it is amazingly fast to add new equipment to GENESIS. We plan to keep adding more assets to the system.”

NET

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